Commercial Bingo Handbook

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COMMERCIAL BINGO HANDBOOK

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SUBJECT: DEFINITIONS

POLICY

1.1.1 General definitions in these policies:

a) "accredited testing facility" (ATF) means a test facility or laboratory approved and registered by AGLC for the purpose of gaming supply testing;

b) "advertising" refers to the use of media (e.g., newspapers, magazines, radio, television, signage, internet including e-mail messaging) to communicate a message to a wider audience;

c) "AGLC" means Alberta Gaming, Liquor and Cannabis;

d) "AGLC expenses" means the designated costs incurred by AGLC to provide KENO to the KENO retailer;

e) "applicant" means an individual, corporation or other entity applying for a licence, registration or approval, pursuant to Section 9 of the Gaming, Liquor and Cannabis Regulation;

f) "applicant's associates" means an individual, corporation or other entity that has a financial interest in the applicant, in the applicant's business or in the facility or premises to which the application relates, pursuant to Section 9 of the Gaming, Liquor and Cannabis Regulation;

g) "association executive" means the volunteer executive members of a bingo association;

h) "background check" means an inquiry or investigation, including records check, intended to determine the suitability of an applicant or any person associated with the applicant, licensee or registrant to hold a licence or be registered or continue to hold a licence or be registered, to ensure the integrity of gaming , financial, history, and that the involvement of the applicant or associated person(s) is not a detriment to the lawful conduct of gaming; *(Amended Nov 2020)*

i) "bingo association" means an incorporated, not-for-profit entity that represents or acts as the agent for its members, which are licensed charities. A bingo association is a facility licensee and coordinates activities related to bingo and, if

applicable, pull ticket sales, on behalf of or as agent for all of the licensed charities conducting events in its licensed facility;

j) "bingo facility licence" (or "facility licence") means a licence that authorizes a facility licensee to operate a bingo facility where gaming activities that are authorized by a gaming licence and provincial lotteries may be conducted;

k) "bingo facility licensee" (or "facility licensee") means the entity that holds a bingo facility licence issued by AGLC;

l) "bingo hall" means the lands and buildings, or area in the lands and buildings, located at the address listed on the bingo facility licence; it is a term also used in the Lottery Ticket Centre Retailer Agreement(s) involving licensed facilities that offer KENO;

m) "bingo licence" means a licence issued by AGLC to a charitable or religious organization authorizing the organization to conduct one or more bingo events;

n) "Board" means the Board of AGLC;

o) "bona fide member" means an individual who is listed or named in the licensed charity's official records as a current member in good standing of the licensed charity;

p) "Charitable Gaming Policies Handbook" means AGLC's set of policies that apply to gaming licensing eligibility and the use of gaming proceeds by licensed charities; *(Amended May 2022)*

q) "bingo facility applicant" means:

   i) an eligible bingo association that has applied for a bingo facility licence, or

   ii) an existing bingo facility licensee that is applying for a new bingo facility licence;

r) "Commercial Bingo Handbook" means AGLC's set of policy requirements and operating guidelines that apply to events held in a licensed facility. The primary purpose of the Commercial Bingo Handbook is to help facility licensees, licensed charities and registered gaming workers to ensure the integrity of gaming;

s) "discrepancy report" means a report prepared by a facility licensee, licensed charity, registered worker and/or volunteer regarding a breach of policy, security breach, discrepancy, irregularity or any illegal activity;

t) "due diligence" means measures or practices to prevent criminal activity, abuse, or any other activity that is a detriment to gaming or the integrity of gaming in licensed facilities;

u) "event" means the bingo games, bingo schemes, promotions and giveaways that are conducted by a licensed charity in a licensed facility during a specified period of time during the day (e.g., a morning event, an afternoon event, an evening event, a late night event). Other gaming activities may be allowed during an event, such as pull ticket sales and KENO;

v) "full-time equivalent" means the number of scheduled hours of work in a week that equals one full-time employee;

w) "*Gaming, Liquor and Cannabis Act*" means the provincial legislation governing gaming, liquor and cannabis activities in the Province of Alberta;

x) "Gaming, Liquor and Cannabis Regulation" means the provincial regulation that governs gaming, liquor and cannabis activities in the Province of Alberta under the authority of the *Gaming, Liquor and Cannabis Act*;

y) "gaming stream" means bingo or pull ticket sales;

z) "guideline" means a recommended best business practice designed to help licensees meet operating requirements;

aa) "inspector" means an inspector of AGLC or someone designated by AGLC as an inspector under the *Gaming, Liquor and Cannabis Act*;

bb) "KENO" means a provincial lottery ticket gaming product in which Western Canada Lottery Corporation (WCLC) draws are held every five minutes. Players pick from one to ten numbers from a field of one to 80. Twenty winning numbers are drawn and displayed in playing locations;

cc) "KENO retailer" means the service provider named in the preamble of a Lottery Ticket Centre Retailer Agreement who

has agreed to supply certain services to AGLC in its conduct and management of KENO in the bingo hall, subject to the terms and conditions of the agreement;

dd) "licensed charity" means a charitable or religious organization holding a licence that authorizes it to conduct an event within a licensed facility;

ee) "licensed facility" means a licensed bingo facility whose facility licence is held by a bingo association, where events may be conducted; *(Amended Nov 2020)*

ff) "minor" means a person under the age of 18 years;

gg) "paid staff" means registered gaming (bingo) workers pursuant to the Gaming, Liquor and Cannabis Regulation;

hh) "player" means a person who has paid to play bingo or other gaming activity (e.g. pull tickets) in a licensed facility;

ii) "policy" ("or policies"), unless stated otherwise, means the policy (or policies) of the Commercial Bingo Handbook approved by the Board of AGLC and signed by its chair on behalf of the Board;

jj) "promotion" means any activity within a licensed facility designed to attract players or to maintain player levels (e.g., contests, draws, giveaways, reward points program, etc.);

kk) "pull ticket" means a type of instant-win ticket, that may have an additional game component, sold separately from bingo cards under a pull ticket licence issued by AGLC;

ll) "pull ticket licence" means a licence issued by AGLC to licensed charities authorizing the licensed charities within a licensed bingo facility to conduct pull ticket sales during their events. A single pull ticket licence is issued in the name of all the licensed charities conducting pull ticket sales in the licensed facility;

mm) "registered gaming worker" means a person registered with AGLC to perform a function(s) specified in his or her registration;

nn) "related entity" means an entity which is:

i) controlled by another entity;

ii) one of several entities controlled by the same person or group of persons;

iii) controlled, related, affiliated or associated pursuant to the *Income Tax Act* (Canada); or

iv) controlled, owned or affiliated to one of the board members of the bingo association or licensed charity;

oo) "remuneration" means the KENO commission rate set by AGLC;

pp) "retailer agreement" means the Lottery Ticket Centre Retailer Agreement between the retailer, AGLC and the Western Canada Lottery Corporation (WCLC);

qq) "volunteer" means an individual who works without being paid at an event for a licensed charity or on the board of a bingo association;

rr) "witness" (includes "witnessing" and "witnessed") means to be present at a transaction so as to be able to testify to its having taken place;

ss) "QR code" means Quick Response code.

1.1.2 Bingo definitions in these policies:

a) "account play" means:

i) a purchase(s) made by a player who uses an e-dauber to play bingo. Account play is initially in the form of a currency deposit made to an electronic account that the player will use to purchase electronic images of bingo card faces on the e-dauber during an event; and

ii) prize payments made to a player's account balance from each win of a bingo game on an e-dauber;

b) "A Good Call" means a social responsibility training program designed to educate facility licensees and their staff on how to recognize the differences between responsible and problem gambling behaviour and appropriately respond to someone who may have a problem with his or her gambling;

c) "BIN" means the Bingo Information Network, a web-based bingo communications portal provided by AGLC;

d) "bingo" means a game of chance, authorized by AGLC, played on a paper card or electronic image of a card face having 25 numbered squares (5 rows/columns with 1 free space) corresponding to numbered balls drawn at random and won by achieving a specified pattern on the card;

e) "bingo scheme" means play that is tied to a bingo game but which has its own criteria to win an additional or separate prize;

f) "bonanza" means a special game of bingo in which numbers are pre-called, followed by a break in the calling of numbers, and the game is completed at a later time in the bingo program;

g) "drop-in bingo" means a bingo program format that entitles customers to purchase a partial number of bingo cards or electronic images of card faces per event; these are cards or card faces purchased by individual regular game series/page or by special game series/page rather than the full bingo program;

h) "electronic dauber" (or "e-dauber") means any electronic unit that, upon a player's activation, assists a player to play bingo during an event by electronically: marking or daubing bingo card faces; monitoring the card faces purchased by the player against the bingo patterns in play; and notifying the player of a potential win(s);

i) "event management system" (or "EMS") means an on-site computer system owned and operated by a facility licensee and that also includes the computer software used in the operation and recording of an event;

j) "game" means a game of bingo in which the player pays to play and for which a prize is awarded;

k) "gaming floor" means the area in a licensed facility that is dedicated to the conduct of gaming; it is distinct from non-gaming areas such as the concession area and lottery booth;

l) "gaming worker" means a person who is paid, and therefore must be registered, to assist either a gaming licensee in the

conduct or management of a gaming activity, or a facility licensee in the operation of a licensed facility;

m) "house rules" means the specific rules that are adopted by a facility licensee to govern the operation of a licensed facility and events, and which must comply with these policies;

n) "linked bingo" means a game of bingo played simultaneously by participants at different locations (i.e., subscribing licensed facilities) in which the locations are linked by a communication system;

o) "linked game" means a linked bingo game during an event conducted by a licensed charity;

p) "loonie pot" (or "loonie pot scheme") means a progressive prize scheme played with regular bingo games in a bingo program;

q) "network studio" means the studio from which linked bingo is transmitted to subscribing bingo locations;

r) "PIN" means personal identification number selected by an e-dauber player and entered on the EMS PIN pad at the time of purchase;

s) "POS" means point of sale;

t) "pre-mark game" means a special game with separate card sales and involving a pre-call of bingo numbers either through the calling of numbers drawn from the blower (e.g. as with a bonanza) or through other predetermined criteria (e.g. odd/even) and pre-marked by players;

u) "progressive" (or "progressive game") means a game of bingo or bingo scheme in which the prize accumulates until the game or scheme is won;

v) "regular games" means a series of games played on a booklet of paper cards or electronic image of card faces purchased as admission to a bingo event;

w) "rules of play" means the rules governing the operation of the bingo program, and which must comply with these policies;

x) "special event" means games of bingo played outside of the regular bingo program;

y) "special game" means an individual game or series of games played on paper cards or electronic image of card faces purchased separately from regular games.

1.1.3 Financial definitions in these policies:

a) "advance" means a fixed amount of funds per event that a licensed charity advances to a bingo association as its agent, so that the bingo association may arrange for the space and services that the licensed charity requires to conduct its event;

b) "allocated common expenses" means the expenses that are deemed by AGLC to be common to the provision of bingo and pull tickets included in the annual budget and allocated as stated in Subsection 8.1.1.f);

c) "bingo float" means the funds provided to a licensed charity by a facility licensee at the beginning of the licensed charity's event; the funds are due to the facility licensee immediately following the event;

d) "bingo prizes" means cash, merchandise or other award(s) given to players in a licensed facility in conjunction with an approved bingo program;

e) "deficit" means the amount by which actual expenses exceed the event fee;

f) "event fee" means the bingo association's fee charged to a licensed charity for providing it with the space and services to conduct its event; the event fee may be in the form of an advance (see also Subsection 1.1.3 a); *(Amended Nov 2020)*

g) "exclusive expenses" means the expenses that are unique to a single gaming stream (bingo or pull ticket sales) and may only be allocated to the applicable gaming stream. In the case of pull ticket sales, the unit costs and licence fees will be calculated on actual costs by event; and

h) "expenses" means the direct costs incurred by a licensed charity to conduct bingo and pull ticket sales. Such costs may include paid staff, rent, supplies, advertising, services such as

linked bingo, meal costs incurred by volunteers to work at an event, etc.;

i) "facility reserve fund" means monies collected and accumulated to cover significant future costs of the gaming-related portion of facility upgrades and renovations, or to replace or maintain bingo-related equipment and furniture; the collecting of such monies must be within the amount allowed for the event fee;

j) "FGRS" means Financial Gaming Reporting System, a gaming reporting system used by AGLC;

k) "financial/inventory control system" means a system to account for all the revenues and costs of holding an event, including but not limited to the inventory, sales, prizes, giveaways to players, expenses and proceeds of an event;

l) "gross bingo revenue" means the funds raised in an event through the sale of bingo cards and bingo schemes;

m) "net bingo revenue" means gross bingo revenue less bingo prizes and expenses;

n) "operating reserve fund" means the monies collected and accumulated to pay for any shortfall due to unplanned or unforeseen circumstances. Monies for this fund are collected within the event fee;

o) "pool" means the proceeds held by a licensed facility according to a pooling agreement approved by AGLC. The funds in the pool include net bingo revenue, net pull ticket revenue, and charity commission from KENO; (Amended Feb 2021)

p) "pooling account" means the bank account into which the proceeds of a pool are deposited;

q) "proceeds" means the net revenue after payment of approved prizes and expenses to licensed charities from the conduct of bingo and pull ticket sales; proceeds include commissions paid to licensed charities from KENO; *(Amended Feb 2021)*

r) "profitability requirements" means the required contributions to the charity pool for each gaming stream as specified by AGLC;

s) "sales receipt" means the EMS receipt that is issued to a player who has paid to play bingo;

t) "surplus" means the amount by which the event fee or advance exceeds actual expenses.

SUBJECT: LEGISLATION AND BOARD POLICIES

POLICY

1.2.1 Facility licensees and licensed charities must operate in accordance with the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation and AGLC policies and procedures established under the legislation including the policies of the Commercial Bingo Handbook and those of the Charitable Gaming Policies Handbook.

1.2.2 These policies do not take precedence over the *Gaming, Liquor and Cannabis Act* or the Gaming, Liquor and Cannabis Regulation; however, Board policies are conditions of the licence pursuant to Section 38 (1) of the *Gaming, Liquor and Cannabis Act* and conditions of registration pursuant to Section 17 of the Gaming, Liquor and Cannabis Regulation.

1.2.3 Board policies related to bingo, pull ticket and facility licence activities are conditions of the licence. This includes policies that are approved or amended after the bingo licence, pull ticket licence or facility licence is issued.

1.2.4 Registered gaming suppliers and registered gaming worker suppliers, while providing gaming supplies or gaming workers (as authorized in their registration), must ensure that they and the supplies or gaming workers that they provide comply with the *Gaming, Liquor and Cannabis Act*, Gaming, Liquor and Cannabis Regulation, AGLC policies and all terms and conditions of the gaming licence and/or facility licence.

1.2.5 Facility licensees, bingo licensees, bingo volunteers and registered gaming workers must comply with all federal, provincial and municipal laws.

1.2.6 Policies in this handbook are approved by the Board of AGLC or its delegate and signed by the Chair of the Board on behalf of the Board.

1.2.7 Any activity not specifically permitted in these policies is prohibited.

1.2.8 Notwithstanding these policies, the Board may make policy decisions in the best interest of the gaming industry of the province.

1.2.9 Non-compliance with federal, provincial, or municipal laws or Board policies may result in disciplinary action.

SUBJECT: GUIDING PRINCIPLES FOR GAMING

POLICY

1.3.1 The guiding principles for gaming adopted by the province are as follows:

a) The integrity of gaming will be ensured.

b) Gaming policies will reflect a commitment to social responsibility.

c) The financial return to eligible charities from charitable gaming is to be maximized for the benefit of charitable and religious groups, the programs or activities they deliver and the communities in which those programs or activities are undertaken.

d) Gaming policies will be supported by sound research and consultation with the public and stakeholders.

e) The collection and use of gaming revenue will be open and accountable.

f) Gaming activities will meet standards of quality to protect the integrity of gaming activities, provide gaming entertainment value to consumers and help to keep gaming dollars in the province.

g) The guiding principles for gaming will be subject to review, to ensure they reflect Albertans' wishes.

SUBJECT: A GOOD CALL BINGO STAFF TRAINING

POLICY

1.4.1 Facility licensees must meet A Good Call bingo staff training requirements. Equivalency will not be granted for programs offered in other provinces.

1.4.2 A Good Call certification is mandatory for the following registered gaming workers working full-time or part-time in a licensed facility:

a) hall manager;

b) assistant hall manager;

c) hall advisor (includes independent hall advisor);

d) assistant hall advisor;

e) games manager;

f) caller;

g) cashier;

h) seller/checker;

i) bingo co-ordinator;

j) pull ticket manager;

k) pull ticket seller; and

l) security guard.

1.4.3 Persons requiring A Good Call certification must be certified within 30 days of their employment start date.

1.4.4 *(Deleted Nov 2020)*

1.4.5 *(Deleted Nov 2020)*

1.4.6 A Good Call certification must be maintained by successfully repeating the "A Good Call" program (including passing the exam) before the certification expiry date.

1.4.7 Facility licensee staff must provide proof of A Good Call certification at the request of an AGLC inspector. Proof of A Good Call certification includes: *(Amended Nov 2020)*

a) paper printed certificate that has a QR code;

b) *(Deleted Nov 2020)*

c) a plastic card (that does not have a QR code);

d) clear images of either of the above (i.e., image, photograph or screen shot) saved on the staff member's mobile device/phone.

1.4.8 When A Good Call certification is required, it is the responsibility of the facility licensee to ensure that at least one A Good Call certified staff member is on shift at all times.

1.4.9 *(Deleted Nov 2020)*

SUBJECT: ALBERTA GAMING, LIQUOR AND CANNABIS (AGLC)

POLICY

1.5.1 AGLC is the province's gaming authority, responsible for licensing and regulating charitable gaming activities.

1.5.2 AGLC issues gaming licences to charitable and religious organizations to conduct charitable gaming activities including bingo and pull ticket sales.

1.5.3 A bingo licence authorizes an eligible charitable or religious organization to conduct an event(s). The proceeds derived from the event(s) must be used for charitable or religious purposes.

1.5.4 A pull ticket licence authorizes an eligible charitable or religious organization to sell pull tickets during its event(s) in a licensed facility.

1.5.5 Policies established by the Board of AGLC relating to eligibility for charitable gaming licensing and the use of gaming proceeds are contained in the Charitable Gaming Policies Handbook.

1.5.6 A facility licence authorizes the operation of a facility in which an event and provincial lotteries may be conducted. This licence is issued by AGLC and the facility licensee must operate under the charitable gaming model of the province. That is, an event may only occur under the authority of a bingo licence issued by AGLC to an eligible charitable or religious organization.

1.5.7 If a licensed charity's bingo licence expires, is suspended, or cancelled by the Board of AGLC, the licensed charity must stop conducting events.

1.5.8 If a facility licence expires, is suspended or cancelled by the Board of AGLC, no further events may be conducted in the facility.

1.5.9 Facility licensees, licensed charities and registered gaming workers:

a) are responsible for becoming familiar with, and operating in compliance with, the legislation and the policies referred to or contained in the Commercial Bingo Handbook;

b) must ensure that all records, reports, and financial/inventory control system forms as required by AGLC or its representatives are completed and accurate; and

c) must ensure that all communications (written or oral) with AGLC or its representatives are accurate.

1.5.10 The administration and monitoring of licensed facilities and events is the responsibility of AGLC. Any decisions of licensed charities and facility licensees or its representatives, as they carry out their duties, are subject to review by AGLC.

1.5.11 Facility licensees are responsible for keeping their Commercial Bingo Handbook updated as notifications of amendments are distributed by AGLC. All amendments are available on AGLC website at aglc.ca. The facility licensee must ensure that all bingo association executive members, licensed charities, volunteers and registered gaming workers understand their respective roles and responsibilities.

GUIDELINES

1.5.12 A copy of the *Gaming, Liquor and Cannabis Act* and the Gaming, Liquor and Cannabis Regulation may be obtained from the Queen's Printer Publication Services, in Edmonton (telephone 780-427-4952) and in Calgary (telephone 403-297-6251), or accessed on AGLC's website at aglc.ca.

SUBJECT: CONTACTING AGLC

POLICY

CONTACT INFORMATION

1.6.1 For any incident involving any suspicious or criminal activity/contravention, the facility licensee, licensed charity or registered gaming worker(s) must immediately contact the Investigations Branch of AGLC at:

St. Albert (8 a.m. to 4 p.m.): 780-447-8855

(after hours): 1-800-561-4415

Calgary (8 a.m. to 4 p.m.): 403-292-7300

(after hours): 1-800-561-4415

1.6.2 The Gaming Irregularities telephone number is: 1-800-742-7818.

1.6.3 The Hotline telephone number is: 1-800-561-4415. The Hotline Fax number is: 403-740-7014.

1.6.4 The Alberta Health Services Addiction Helpline telephone number is: 1-866-332-2322.

1.6.5 Completed counterfeit money checklist(s) and discrepancy reports related to counterfeit money must be emailed or faxed to AGLC within 24 hours:

Email: Investigators.Mailbox@aglc.ca OR

St. Albert Fax: 780-447-8914 OR Calgary Fax: 403-292-7354

1.6.6 The administration and regulation of activities of licensed facilities is managed by AGLC.

1.6.7 Written communication may be addressed to the appropriate office of AGLC:

Alberta Gaming, Liquor and Cannabis
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5
Fax Number: 780-447-8911 / 780-447-8912

Alberta Gaming, Liquor and Cannabis
310, 6715 - 8 Street NE
Calgary, Alberta
T2E 7H7
Fax Number: 403-292-7302

Alberta Gaming, Liquor and Cannabis
3, 7965 - 49 Avenue
Red Deer, Alberta
T4P 2V5
Fax Number: 403-314-2660

Alberta Gaming, Liquor and Cannabis
655 WT Hill Blvd South Lethbridge, Alberta
T1J 1Y6
Fax Number: 403-331-6506

Alberta Gaming, Liquor and Cannabis
Suite 100, 11079-78 Avenue
Grande Prairie, Alberta
T8W 2J7
Fax Number: 780-832-3006

1.6.8 The website address of AGLC is aglc.ca.

1.6.9 The email address for gaming licensing inquiries is Gaming.Licensing@aglc.ca.

1.6.10 The following is a list of AGLC office telephone numbers. The 1-800 numbers are toll-free. Other telephone numbers may be accessed toll-free by first dialing 3100000. Telephones will be answered by machine when staff are not available and outside of regular office hours.

St. Albert (Head Office):	780-447-8600
	1-800-272-8876
Calgary:	403-292-7300
	1-800-372-9518

Red Deer:	403-314-2656
Lethbridge:	403-331-6500
Grande Prairie:	780-832-3000

1.6.11 A Good Call certification options are found on the SMART Training website. For more information on A Good Call, contact:

SMART Training Programs
Alberta Gaming, Liquor and Cannabis
50 Corriveau Avenue
St. Albert, Alberta
T8N 3T5

Toll Free:	1-877-436-6336
Fax:	780-651-7626
Website:	smartprograms.aglc.ca

SUBJECT: ABANDONED OR UNATTENDED CHILDREN

POLICY

1.7.1 Facility licensees must develop a policy to address the issue of children left unattended on bingo property.

1.7.2 A "child," as defined in the *Child, Youth and Family Enhancement Act* (Alberta), means "a person under the age of 18 years."

1.7.3 "Bingo property" means property under the direct control of the facility licensee.

1.7.4 The facility licensee must prepare a detailed discrepancy report, which should include a description of the vehicle in which the child was abandoned or unattended, the vehicle licence number and the names and home addresses of the child and parent(s) or guardian(s). The report must be forwarded to the Investigations Branch of AGLC within five days of the occurrence (see Subsection 1.6.5 for the email and fax numbers).

1.7.5 The *Child, Youth and Family Enhancement Act* states, a child is in need of intervention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of being abandoned or lost. Any person who has reasonable and probable grounds to believe and believes that a child is in need of intervention shall forthwith report the matter to a director (as defined in the *Child, Youth and Family Enhancement Act*). The Act states that no action lies against a person reporting pursuant to the Act, unless the reporting is done maliciously or without reasonable and probable grounds for the belief.

SUBJECT: NEW GAME APPROVAL PROCESS

POLICY

1.8.1 New games considered for introduction to the province includes gaming activities that possess features or methods of delivery that are deemed to be significantly different from the features or methods of delivery of gaming activities currently available in the province.

1.8.2 New games do not include minor variations of existing technologies or gaming activities. A minor variation of an already approved bingo game is not considered a new game.

1.8.3 The approval process for a new gaming activity involves four major steps, as follows:

a) Step One – Initial Assessment

i) The proponent of a new activity must provide to AGLC a business plan and other required information which will allow AGLC to arrive at a sound preliminary assessment related to the viability of the proposed new game.

ii) AGLC will evaluate the proposal using criteria such as:

- compliance with the requirements of the *Criminal Code* (Canada), *Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation;
- demand from consumers (market potential) for the proposed new game;
- benefits to be derived for charitable, non-profit, public or community-based initiatives;
- requirement to deliver the proposed new game with integrity and in a socially responsible manner;
- feasibility of the proposed new game when all costs are considered;
- impact the proposed new game will have on other existing gaming activities; and
- manner in which the proposed new game would be delivered, including the proposed location from which the new game is to be conducted or delivered.

iii) The proposal must clearly indicate how the revenue from the new game would be divided among prizes, expenses and ultimately proceeds to charity.

b) Step Two – Obtaining Community Views

i) AGLC will determine the type and extent of public input required regarding the proposed new game. Such input required may range from public consultations or the express consent of a community to considering community objections. The decision in this regard will be affected, among other considerations, by the proposed new game, including its type, where it would be available, financial benefit/cost, and impact on existing gaming activities.

c) Step Three – Final AGLC Review

i) AGLC will forward the proposal and results of its final review including results from public input, for review and consideration by the Board of AGLC.

d) Step Four – Approval

i) The Board of AGLC will consider the proposal and results of AGLC's review. The new game will be authorized subject to the Board's approval.

SUBJECT: VOLUNTEER BOARD MEMBERS

GUIDELINES

1.9.1 Further information regarding the roles and responsibilities of not-for-profit boards may be obtained by contacting staff of the Board Development Program:

#907 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta
T5J 4R7

Telephone: 780-427-2001

Toll-free is also available by first dialing 310-0000

Fax: 780-427-4155

Email: CommunityDevelopment@gov.ab.ca

Website: www.alberta.ca/board-development-program.aspx/

SUBJECT: COUNTERFEIT MONEY HANDLING PROCEDURES

POLICY

1.10.1 The following procedures must be followed when counterfeit money is identified or suspected on the gaming floor areas:

a) Seller and/or checker:

i) handles the bill(s) as little as possible and immediately notifies the hall advisor and/or security;

ii) does not place the bill(s) in the apron or cash tray;

iii) makes note of time and suspect's description; and

iv) writes a discrepancy report giving as many details as possible.

b) Hall advisor/security guard:

i) contacts the local law enforcement agency to advise that the suspect(s) is or is not on site and follows the direction of the agency;

ii) seizes suspect bill(s), handling the bill(s) as little as possible, placing them in a clean envelope, and retaining the envelope until turning it over to the investigating officer;

iii) gives a detailed description of the suspect(s) and, if possible, the vehicle and licence plate number (if the suspect(s) leaves the facility), to the police on their arrival;

Note: Under no circumstances should the suspect(s) be detained as there is no authority to do so.

iv) advises the bingo chairperson of the occurrence;

v) completes a counterfeit check list (the check list is found on the Bingo Information Network (BIN)) and discrepancy report; and

vi) within 24 hours, faxes or emails the completed counterfeit check list and all discrepancy report(s) to AGLC (see Subsection 1.6.5 for contact information). AGLC will send a notice to all licensed facilities regarding the matter.

1.10.2 If a counterfeit bill(s) is located in the cash cage or counting areas during a count, and the identity of the person who passed the bill(s) is not known, the hall advisor will:

a) contact local enforcement agency and follow its direction;

b) seize the bill(s) and place them in a clean envelope and retain the envelope for delivery to the investigating officer; and

c) within 24 hours, fax or email a completed counterfeit check list (the check list is found on the Bingo Information Network (BIN)) and all discrepancy reports to AGLC (see Subsection 1.6.5 for contact information). AGLC will send a notice to all licensed facilities regarding the matter.

SUBJECT: LICENCE OBJECTIONS

POLICY

1.11.1 AGLC will post all applications for the following types of facility licences on its website at aglc.ca:

a) a new facility licence; and

b) a relocation of an existing licensed facility.

1.11.2 The following information will be posted on AGLC's website:

a) name of the applicant;

b) name of the existing and proposed (if different from the existing) facility;

c) legal and municipal addresses of the existing and proposed facilities;

d) licence(s) applied for; and

e) the date that a written objection must be received by AGLC.

1.11.3 All objections must be submitted in writing and received by AGLC within 21 calendar days from the date of the application is posted on AGLC website in order for the objection to be considered during the current licensing process.

1.11.4 The applicant will be notified in writing of all objections received.

1.11.5 The applicant will be given 14 days from the date of notification to respond in writing to the objection; an extension may be requested by the applicant. No licence(s) will be issued until the objection and the applicant's response, if any, have been considered by the Board.

1.11.6 The applicant and the person(s) filing the objection will be advised in writing of the Board's decision.

1.11.7 If no objections to the issue of a licence are received within the 21 calendar days AGLC will continue with the licensing process.

Other Gaming Licence(s)/Registrations

1.11.8 If any written objection to an application for a gaming licence or registration is received by AGLC, the following policies apply:

a) the applicant will be notified in writing of all objections received;

b) the applicant for the licence/registration will be given 14 days from the date of notification to respond to the objection. An extension may be requested by the applicant; and

c) the objection and the applicant's response, if any, will be submitted to the Chief Executive Officer (CEO) of AGLC for consideration. Should an objection to the issue of a licence/registration be received by AGLC without sufficient time to consider the objection, a new licence/registration may be issued and the objection will be considered by the CEO at the earliest possible date.

Objections Received Past Specified Deadlines

1.11.9 Any objection to an application for a licence/registration received after the specified time frames noted above will not be taken into consideration. The objector(s) will be advised accordingly.

SUBJECT: APPLICATION PROCESS

POLICY

2.1.1 The Board of AGLC may restrict the number of bingo associations and/or events that a licensed charity may access. AGLC may consider the following criteria when reviewing bingo licence applications to conduct bingo in existing licensed facilities or in proposed new licensed facilities:

a) basic eligibility as described in the Charitable Gaming Policies Handbook;

b) whether the applicant is affiliated with any other licensed charity, parent group or governing body; and

c) the number of licensed facilities the applicant is currently involved with and/or the number of events the applicant is currently accessing.

2.1.2 If a licensed charity chooses to continue to conduct events, it must reapply for and submit its bingo licence application at least 60 days before its existing bingo licence expires. A licensed charity that conducts events in a licensed facility must submit its application through the bingo association; *(Amended Nov 2020)*

2.1.3 AGLC will also notify the bingo association when the bingo licences of its member licensed charities are about to expire (generally the licences expire at the same time). *(Amended Nov 2020)*

a) It is the responsibility of each of the licensed charities to submit its application for a new bingo licence to its bingo association, as applicable, before its current bingo licence expires.

2.1.4 If AGLC does not support issuing a bingo licence to an applicant due to:

a) operational concerns;

b) the basic eligibility of the applicant being in question; or

c) the number of events the charity (or related group) is already accessing;

then the application will be referred to the Board of AGLC.

2.1.5 A completed bingo licence application must be submitted to AGLC before a bingo licence may be considered or issued (See also Subsection 2.1.9). *(Amended Nov 2020)*

2.1.6 When a bingo association submits bingo licence applications to AGLC on behalf of its member licensed charities whose current bingo licences are at the end of their two-year licence period, each of the bingo applications must be fully completed (using Bingo Licence Application form (Form 5421)) as follows: *(Amended Nov 2020)*

a) the bingo application must be signed by both the president and treasurer of the licensed charity and include:

i) the licensed charity's bingo bank account number;

ii) the official motion from the licensed charity's meeting that authorizes the application;

iii) the names of the licensed charity's current elected executive members; and

iv) the completed "Part B" of the bingo application (Use of Gaming Proceeds).

2.1.7 To avoid processing delays, the required application information must be submitted to AGLC by the bingo association at least 60 days before the licensed charity's current bingo licence expires.

2.1.8 The licence fee for each licensed charity is $20 per event multiplied by the number of events to be held by the licensed charity during the term of its bingo licence.

2.1.9 Licensed charities must pay their bingo licence fees to the facility licensee. The facility licensee must submit the licence fees to AGLC on behalf of its licensed charities at least 15 days before the period to be covered begins. In this regard, the licence fees may be submitted to cover events to be held in the upcoming month, quarter or full year. *(Amended Nov 2020)*

SUBJECT: ROLES, RESPONSIBILITIES AND USE OF PROCEEDS

POLICY

2.2.1 Licensed charities must comply with the following conditions when operating their events. They:

a) may only conduct their events following the bingo program, rules of play and house rules of the licensed facility;

b) are responsible for delivering their events with integrity and social responsibility;

c) are responsible to meet volunteer requirements at events they are scheduled to conduct, including the volunteer requirements provided by the facility licensee; and

d) *(Deleted Nov 2020)*

e) must adhere to the registered bylaws and any policies and procedures of their bingo association; *(Amended Nov 2020)*

f) *(Deleted Nov 2020)*

g) *(Deleted XXX 2020)*

2.2.2 Licensed charities are responsible to work with the facility licensee, to ensure compliance with the policies of:

a) this Commercial Bingo Handbook; and

b) the Charitable Gaming Policies Handbook;

both of which may be accessed free of charge on AGLC's website at aglc.ca.

2.2.3 Licensed charities must immediately report to AGLC any irregularities, theft, fraud, cheating at play, any other illegal activities or contraventions of these policies during the conduct of their events and in the use of gaming proceeds.

2.2.4 Where gaming revenue or gaming proceeds are missing due to suspected theft or fraud, the licensed charity must not initiate any civil action against, or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or proceeds.

2.2.5 The pooled charity proceeds, in full, must be disbursed (by cheque or bank transfer) monthly to the licensed charities, in accordance with

the pool agreement. If paid by cheque, each licensed charity shall deposit the cheque to its approved bingo account within 14 days of receipt.

2.2.6 Charity proceeds, as defined in Subsection 1.1.3 q), must be spent on charitable or religious objectives as approved by AGLC, and which are detailed on the licensed charity's bingo application and approved on the bingo licence.

2.2.7 All charity bingo records, except as specified at Subsection 8.1.7 a), must be kept by the licensed charity for two years after the bingo licence expires.

SUBJECT: FINANCIAL REPORTS AND AUDIT REQUIREMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: CONSOLIDATED GAMING ACCOUNT

POLICY

(Deleted May 2022)

SUBJECT: FACILITY LICENCE

POLICY

3.1.1 A facility licence authorizes the operation of a facility in which an event may be conducted.

3.1.2 A facility licence is required when bingo is conducted in a facility four or more days per week.

3.1.3 The number of facility licences in the province is determined by AGLC.

3.1.4 A facility licence is issued for a specific bingo facility and is not transferable to another bingo facility.

3.1.5 *(Deleted Nov 2020)*

3.1.6 Facility licences are normally issued for a period of two years, as specified in the licence. The Board may also issue a licence to an applicant for a period other than two years, as it considers appropriate.

3.1.7 The facility licensee is responsible for ensuring:

a) it meets the requirements or standards of the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, and all AGLC Board policies, including those of the Charitable Gaming Policies Handbook, respecting:

i) its corporate structure;

ii) operation and maintenance of the licensed facility;

iii) provisions of supplies and services; and

iv) operation of events.

b) compliance with all municipal, provincial and federal legislation as well as all of the necessary permits, licences and authorizations to operate the licensed facility;

c) that paid staff comply with the policies of this handbook and meet requirements of their position as provided in Section 4 - Staffing;

d) that paid staff comply with the standard rules of play as specified in Section 5.4; and

e) all other conditions prescribed by the Board of AGLC are met.

3.1.8 Where there is a sale, assignment or transfer of a portion of the business under which the activities authorized by a facility licence are carried out that results in a change in control of the business, the facility licence is cancelled. A change of control includes a sale, assignment or transfer of a portion of the business under which the activities authorized by a bingo facility licence are carried out. A proposed sale, assignment or transfer of a portion of the business must comply with the provisions of the Gaming, Liquor and Cannabis Regulation.

3.1.9 When a facility licence expires, is suspended or cancelled, all gaming activities in the facility must cease.

SUBJECT: FACILITY LICENSEE ELIGIBILITY

POLICY

3.2.1 A facility licensee is:

a) a bingo association, being an association of licensed charities incorporated under the *Societies Act* (Alberta); *(Amended Nov 2020)*

b) an adult (18 years of age or older), who is a Canadian citizen or lawfully admitted to Canada for permanent residence;

c) a corporation, incorporated or continued by or under the *Business Corporations Act* (Alberta), *Companies Act* (Alberta) or *Societies Act* (Alberta) or any other enactment or registered under Part 21 of the *Business Corporations Act* (Alberta) or Part 9 of the *Companies Act* (Alberta); or

d) a partnership, registered under the *Partnership Act* (Alberta).

3.2.2 Pursuant to Section 14 (1) of the Gaming, Liquor and Cannabis Regulation, an applicant for a facility licence must have the right to occupy and control the proposed licensed facility.

SUBJECT: APPLICATION PROCESS

POLICY

3.3.1 The application process and requirements respecting a facility licence for a new facility is provided under Section 10 New Bingo Facility Licence.

3.3.2 The requirements and process respecting the authorization and approval of a proposed expansion, relocation or renovation of an existing licensed facility is provided in Sections 9.6 to 9.9.

3.3.3 Notices to apply for a facility licence will be provided by AGLC six months before the existing facility licence expires.

3.3.4 A facility licensee must complete and submit a facility licence application form 60 days before its existing facility licence expires. *(Amended Nov 2020)*

3.3.5 There is no annual licence fee for new or existing facility licences. *(Amended Nov 2020)*

3.3.6 If AGLC does not support issuing a facility licence due to operational concerns or major structural changes, the application will be referred to the Board of AGLC.

3.3.7 Applicants must comply with all federal, provincial and municipal laws, and the requirements set forth in AGLC policies.

3.3.8 *(Deleted Nov 2020)*

3.3.9 *(Deleted Nov 2020)*

3.3.10 Information regarding bingo facility licence applications may be obtained by contacting AGLC (see Section 1.6).

SUBJECT: BACKGROUND CHECK - CLASS B BINGO FACILITY LICENCE APPLICATION

POLICY

(Delete Nov 2020)

SUBJECT: ROLES AND RESPONSIBILITIES – FACILITY LICENSEE

POLICY

3.5.1 A bingo association must operate in a licensed bingo facility and only one bingo association affiliated with a licensed facility. *(Amended Nov 2020)*

3.5.2 The bingo association in Subsection 3.2.1 a) must ensure its incorporation status is active.

3.5.3 The bingo association is responsible for the overall control and management of the bingo association's affairs through its elected volunteer executive officers and board of directors. The responsibility for the overall control and management of the bingo association's affairs may not be delegated to paid staff or any other entity.

3.5.4 The bingo association must notify AGLC immediately if any members of the association executive are charged with or convicted of an offence under: *(Amended Nov 2020)*

a) the *Criminal Code* (Canada);

b) the *Excise Act* (Canada);

c) the *Income Tax Act* (Canada); (Added Jun 2022)

d) the *Controlled Drugs and Substances Act* (Canada), other than under section 4(1) of that Act for possession of any substance included in Schedule II to that Act; *(Amended Jun 2022)*

e) the *Food and Drugs Act* (Canada);

f) a foreign Act or regulation that is substantially similar to an offence referred to in a), b), c), d) or e) above;

g) the *Gaming, Liquor and Cannabis Act* (Alberta); or

h) the Gaming, Liquor and Cannabis Regulation (Alberta).

3.5.5 A facility licensee must notify AGLC immediately upon becoming aware of any registered gaming worker who is charged with or convicted of an offence detailed in Subsections 3.5.4.

3.5.6 The Board may take disciplinary action including, but not limited to, suspension or cancellation of the registration or the facility licence or require a person to dispose of an interest in the licensed facility.

3.5.7 The facility licensee must immediately report to AGLC any irregularities, theft, fraud, cheating at play, other illegal activities, or contraventions of policy.

3.5.8 Where gaming revenue or gaming proceeds are missing due to suspected theft or fraud, the facility licensee must not initiate any civil action against or enter into any repayment agreements or other agreements with, persons suspected of being responsible for the missing gaming revenue or proceeds until all potential criminal proceedings have concluded. *(Amended Nov 2020)*

3.5.9 On behalf of or as agent for its licensed charities, the facility licensee must coordinate activities related to bingo and pull ticket sales (if applicable). These activities include but are not limited to coordinating:

a) the negotiation of a hall lease agreement (see Sample Lease Provisions in Section 12 - Forms);

Note: Any new or renewed lease agreement must be reviewed by the bingo association's lawyer and AGLC before it is signed;

b) the provision of bingo equipment and supplies, pull ticket supplies (if applicable), and cash float(s);

c) the establishment of a bingo program, rules of play and house rules that comply with these policies and that are common to all the bingo association's licensed charities;

d) the scheduling and allocation of bingo events (see Section 3.14);

e) KENO, where applicable (see Section 7);

f) the hiring of paid staff and monitoring of their performance;

g) the development of an event fee or advance, as part of the annual budget submission, to pay common expenses (see Subsections 8.1.1 and 8.1.2);

h) the development and maintenance of an approved financial/inventory control system, and maintenance of the hall's Event Management System (EMS) (see Subsections 8.1.3 and 8.1.8);

i) the provision to members of a statement of revenue, prizes, expenses and proceeds after each event (see the form Event Summary/Deposit Record – Manual Operation in Section 12 Forms);

j) the provision to members of an audited financial statement and management letter at the fiscal year end (see Subsection 8.1.10) or, if approved by member charities, a review engagement in lieu of the audit. The financial statement requirements as outlined in subsection 8.1.10 would apply under the review engagement; *(Amended Feb 2021)*

k) the development of an advertising or promotions program (refer to the advertising and promotions policy in Section 8.4); and

l) if applicable, arranging for pull ticket sales on behalf of member licensed charities according to the requirements detailed in Section 6 - Pull Ticket Sales of these policies.

Note: Member charities of a bingo association who choose to conduct themselves in an agency capacity (where the bingo association acts as the agent of the member charities) are advised to seek professional guidance regarding the establishment of an agency relationship and to ensure a clear understanding of the operational requirements that support the agency relationship. This responsibility rests with the bingo association and its members.

3.5.10 The facility licensee must provide to AGLC a list of all individuals (their names, addresses, phone number(s)) who are authorized to request amendments to the following:

a) the bingo program as required in the Bingo Rules of Play and House Rules – Notification and Approval Requirements for Licensed Bingo Facilities, posted on BIN;

b) any scheme to give away anything to players through the means of bingo or otherwise;

c) the facility licence;

d) the pull ticket licence.

3.5.11 The facility licensee must: *(Amended Nov 2020)*

a) ensure a valid bingo licence is in place for each event.

b) ensure the profitability requirements are met for each gaming stream (see Section 8.3).

c) notify AGLC immediately if there is a change amongst any of the licensee's executive or key employees at the licensed facility as defined in Subsection 3.4.3; and

d) ensure that all new executive members complete and submit the form entitled Bingo Facility Licence Application - Executive Officers Particulars - Form 5423-2 prior to or upon commencing their executive position. This form may be obtained by contacting AGLC.

3.5.12 On an annual basis, six months before the end of the first year of the facility licence, AGLC will send a request for information to the facility licensee. The facility licensee must supply the requested information to AGLC 60 days prior to the beginning of the second year of the facility licence. The information shall include the following (if changes were made since the last update to items listed in Subsection 3.5.11 c) to d), documentation must be submitted):

a) copy of minutes of the annual general meeting;

b) any changes made and filed to the operating bylaws in their entirety or bylaw amendments, stamped as "registered...";

c) any changes made to the financial/inventory control forms (each time a new game is introduced or deleted the forms could change);

d) any changes made to the duties of volunteers and/or paid staff;

e) any changes to the bonding policy for paid staff;

f) a listing of paid staff and their AGLC registration number;

g) the dates the bingo facility will be closed during the second year of the two year facility licence period;

h) list of current association executive members (including their addresses, residence, business and fax telephone number(s)) and email addresses;

i) list of association members, including each licensed charity's bingo representative name, address, and business telephone number and email address;

j) list of individual(s) who are authorized to submit amendments (see Subsection 3.5.12);

k) lease, if the existing lease expired during the licence period;

Note: All new or renewed leases must be reviewed by AGLC and the bingo association's lawyer prior to being signed; and

l) licence fees (as specified in Subsections 2.1.8 and 2.1.9).

3.5.13 Facility licensee financial responsibilities are detailed in Subsections 8.1.9 and 8.1.10.

SUBJECT: ROLE OF LANDLORD IN A LICENSED FACILITY

POLICY

3.6.1 The role of a landlord or sub-landlord in the operation of a licensed facility is limited to:

a) providing a facility and related covenants and responsibilities, for a rental sum as stated in a negotiated lease agreement between the facility licensee and the landlord or sub-landlord;

b) providing bingo equipment and related covenants, excluding e-daubers and EMS related equipment, as stated in the lease agreement if the landlord or sub-landlord is registered with AGLC as a gaming supplier;

c) operation of a concession, which may or may not include bingo retail merchandise, as stated in the lease agreement negotiated with and agreed to by the bingo association;

d) concession giveaways (refer to the advertising and promotions policy in Section 8.4);

e) lottery ticket sales within the bingo facility (separate from bingo related activities) as stated in the lease agreement negotiated and agreed to by the facility licensee; and

f) installation of a bank machine as stated in the lease agreement negotiated and agreed to by the facility licensee.

3.6.2 A landlord must not direct or control, in any real or perceived manner, the operation of the facility licensee including but not limited to:

a) the number of days, events, bingo time slots or hours of operation that a facility licensee and its licensed charities choose to conduct bingo;

b) the facility licensee's bingo program (including but not limited to the price of cards, number or type of games conducted, prize payouts, and bingo expenses), the number of volunteers required, the rules of play and the house rules;

c) the hiring, termination or conduct of the facility licensee's paid staff; and

d) the bingo paper or other supplies and services purchased with gaming or non-gaming revenue of the facility licensee and its licensed charities, as provided for in these policies.

3.6.3 The landlord, or any individual who has a financial interest in a company or who is employed directly or indirectly by a company that provides facilities, services, equipment or supplies to the facility licensee, and by reason of that interest or employment has the real or perceived ability to make or influence decisions on behalf of the facility licensee, must not be a paid employee of the facility licensee or a member of the bingo association executive and/or board of directors (see Subsections 4.6.3 j) and k)).

3.6.4 In a situation where the landlord is not in an arm's length relationship with the facility licensee, the facility rent must not exceed fair market value.

SUBJECT: ROLES AND RESPONSIBILITIES – CLASS B FACILITY LICENSEE

POLICY

(Deleted Nov 2020)

SUBJECT: ACCESS BY AGLC

POLICY

3.8.1 Every police officer as defined in the *Police Act* is an inspector for the purposes of the *Gaming, Liquor and Cannabis Act*.

3.8.2 A field technician employed by or working on behalf of AGLC in a bingo facility installing, servicing or removing KENO related equipment has been designated by AGLC as an inspector pursuant to Section 98 (1) of the *Gaming, Liquor and Cannabis Act* for the purpose of carrying out his or her job duties.

3.8.3 An auditor or person employed or working on behalf of AGLC in a bingo facility has been designated by AGLC as an inspector pursuant to Section 98 (1) of the *Gaming, Liquor and Cannabis Act* for the purpose of carrying out his or her job duties.

3.8.4 Bingo facility licensees, bingo licensees (licensed charities) and registered gaming workers are required to cooperate fully with AGLC inspectors and police officers attending at a bingo facility. A licensee must, on the request of an inspector, or an official of AGLC:

a) assist the inspector in carrying out an inspection; and

b) provide the inspector or official of AGLC with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.

3.8.5 To ensure compliance with the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation, and Board policies, an AGLC inspector:

a) must be given full and unrestricted access to all areas of a bingo facility;

b) may take reasonable samples of gaming supplies;

c) may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a gaming activity, a facility licence or gaming supplies or may temporarily remove any of them for those purposes. Inspectors and officials of AGLC must provide the facility licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal;

d) may interview the licensee or agents of the licensee with regard to any of the records, documents, books of account and receipts;

e) may interview and request identification from any person who appears to be a minor who is found in the licensed facility;

f) may interview and request identification from any person who appears to be a minor who is found outside of the licensed facility if the inspector has reasonable grounds to believe that the person is contravening or has contravened the *Gaming, Liquor and Cannabis Act*; and

g) may seize identification from any person interviewed if the inspector has reasonable grounds to believe that the identification is false or has been altered.

SUBJECT: BINGO CARDS

POLICY

3.9.1 Paper bingo cards:

a) must be purchased only from a registered gaming supplier (AGLC maintains a record of registered gaming suppliers);

b) that are used in the facility must be approved by AGLC through the assignment of an AGLC product code; and

c) transfers of bingo card inventory from one licensed facility to another on an emergency basis must be reported to AGLC within 1 week.

3.9.2 Players must use single cards or sheets of cards printed with one or more cards, or an electronic image thereof, each having five vertical columns, with five squares in each column. One letter from the word BINGO appears over each column. All squares must have a number, except the free centre square. To play the game of bingo, players mark each square as the corresponding letter/number on it is called.

3.9.3 Bingo cards for the visually impaired (Braille cards), if approved for use by the facility licensee, must meet the format requirements detailed in Subsection 3.9.2. The facility licensee's rules of play must indicate the pricing structure and verification procedure for these cards.

3.9.4 Bingo cards for pre-mark games and the linked game must be sealed at the time of sale. This is to ensure bingo cards cannot be viewed by any individual prior to the cards being sold. Sealing standards include folding and gluing of the card or strip of cards.

3.9.5 Volunteers or paid staff must not open sealed cards; they may only be opened by the player who has purchased the cards.

SUBJECT: MINORS

POLICY

3.10.1 A minor (that is, a person under the age of 18 years) is prohibited from playing bingo, pull tickets or KENO in a licensed facility, including:

a) purchasing or otherwise being provided with bingo cards or pull tickets;

b) playing the game of bingo and/or daubing bingo cards or using e-daubers, or playing pull tickets;

c) being awarded a bingo game or pull ticket prize or other prize; or

d) paying to play KENO or playing KENO.

3.10.2 The facility licensee must post a "Minors Not Allowed to Play Bingo" sign or, if applicable, a "Minors Not Allowed to Play Bingo and KENO" sign, clearly visible to patrons, at all entrances to the licensed facility.

3.10.3 Minors are not permitted to enter a licensed bingo facility which offers e-daubers. The facility licensee must obtain valid identification and verify proof of age as outlined in Subsection 3.10.5.

3.10.4 Minors are permitted to be in a licensed facility that offers paper bingo only, or paper bingo with pull tickets and/or KENO, as follows:

a) if they are working as volunteers at a bingo event for a licensed charity of which they are members; or

b) if they are working in a paid position (at a concession in the licensed facility).

3.10.5 Bingo facility licensee staff are required to obtain valid identification and verify proof of age whenever a person who appears to be under 25 years of age attempts to purchase or play bingo cards, pull tickets or play KENO. If unsatisfied that a person is at least 18 years of age, licensee staff must ask the person to leave the licensed facility.

3.10.6 For the purposes of Subsection 3.10.5, valid primary identification must:

a) have a photo;

b) have a name;

c) be government issued;

d) include date of birth;

e) not be expired;

f) have a unique identifier number; and

g) be an original (not a copy).

3.10.7 If the identification appears not to be genuine, licensee staff must request a second piece of identification. Valid secondary identification must:

a) have a name;

b) be government issued;

c) have a unique identifier number; and

d) include date of birth.

3.10.8 Careful examination of identification under adequate lighting and/or black light must take place to ensure:

a) the photograph is genuine and has not been substituted;

b) the plastic laminate has not been tampered with; and

c) the lettering that provides information on name and date of birth has not been altered.

Note: Letters that have been altered will show up under black light.

3.10.9 If a person of questionable age fails to satisfy the facility licensee or licensed charity that he or she is of legal age to play bingo, pull tickets or KENO, the facility licensee, or the licensed charity, or paid staff (as applicable) must refuse entry and ask the person to leave the licensed facility.

3.10.10 Caution should also be exercised to check for identification each and every time a person of questionable age attempts to enter a licensed facility. On a previous occasion, false identification may have been produced and accepted.

SUBJECT: SECURITY OF GAMING REVENUES/DEPOSITS

POLICY

3.11.1 The facility licensee must establish procedures to prevent risk to volunteers or paid staff and the theft or loss of bingo deposits after each event, to include: accounting for the event funds, enclosing the funds and the completed deposit slip into a sealed deposit bag, and storing the deposit in a safe. *(Amended Nov 2020)*

3.11.2 Similar procedures must be used to ensure the safe deposit of revenue from pull ticket sales (see Subsection 6.4.23).

SUBJECT: LIQUOR LICENCE APPLICATION

POLICY

3.12.1 A facility licensee holding a liquor licence must comply with the *Gaming, Liquor and Cannabis Act*, Gaming, Liquor and Cannabis Regulation, and AGLC Licensee Handbook respecting liquor activities.

3.12.2 Facility licensees must not permit a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the licensed facility.

3.12.3 If minors are found in possession of liquor, or liquor is served to minors, an incident report may be submitted on the facility licensee, as it is responsible for the control of liquor in its premises.

3.12.4 Volunteers and paid staff are not allowed to consume liquor during their scheduled shift.

3.12.5 Liquor possession or consumption is not permitted in cash cage(s), cash counting areas, volunteer and staff rooms, or on the caller's stage.

SUBJECT: CONDUCT OF BINGO EVENTS

POLICY

3.13.1 The conduct of an event is the sole responsibility of the licensed charity and this responsibility cannot be delegated.

3.13.2 Based on demonstrated charitable demand, ability of charitable groups to provide volunteers to adequately staff events and consideration of profitability requirements, a licensed facility may be approved to conduct up to 14 events per week.

3.13.3 AGLC may consider applications from existing facility licensees wishing to access more than 14 events per week at the same facility. Each application will be considered on its own merit and within its own community setting, however, the application must:

a) represent the combining of two or more facility licensees in the same region or market area for the purpose of better utilizing a licensed facility, reducing expenses and generating higher returns to charities; or

b) satisfy AGLC that the addition of more events:

i) would provide equitable access to eligible charities who currently do not have access to events;

ii) would result in higher proceeds to licensed charities;

iii) would not add events to an already saturated market; and

iv) would not in any way negatively impact the operations of another licensed facility within the same region or market area.

3.13.4 The licensed charity, through its volunteer bingo chairperson (with the assistance of the hall advisor) must:

a) decide upon all matters relating to the conduct of the event;

b) in case of a dispute or discrepancy determine the winners; and

c) verify prize amounts and ensure all prizes are paid.

3.13.5 An event must be conducted in compliance with:

a) the approved bingo licence and facility licence (attachments to the licence may show changes from the original application

approved by AGLC); the licences are normally issued for a two year period;

b) the facility licensee's bingo program;

c) the *Gaming, Liquor and Cannabis Act*;

d) the Gaming, Liquor and Cannabis Regulation;

e) the Commercial Bingo Handbook;

f) the Charitable Gaming Policies Handbook;

g) Board policies established under the legislation;

h) any special conditions required by AGLC; and

i) the facility licensee's rules of play and house rules.

3.13.6 Events may start at any time during a given day, and may end at a specified time on the same day or at a time extending into the following day. Each event will be recorded as having occurred on the day on which it starts.

3.13.7 Each event starts with the calling of the first ball of the first game in the facility licensee's bingo program, and ends when the prize for the last game of the bingo program has been verified.

SUBJECT: ALLOCATION AND SCHEDULING OF BINGO EVENTS

POLICY

3.14.1 The bingo association is responsible for the fair and acceptable allocation and scheduling of events to its respective licensed charities at its designated licensed facility.

3.14.2 Two (or more) groups may be licensed to work the same event as follows:

a) each group is responsible for an equal proportion of the required number of volunteers and the event expenses, and will receive an equal proportion of the event proceeds; and

b) the number of groups selected on EMS will be two (or more if applicable). Each group's licence number must be selected on EMS to ensure the correct information appears on each group's financial report.

3.14.3 AGLC will review complaints of charitable organizations wishing to access events in licensed facilities.

SUBJECT: GENERAL

POLICY

4.1.1 It is the responsibility of the facility licensee, on behalf of or as agent for licensed charities, to schedule the work of paid staff, whose role is to assist licensed charities conduct and manage their events.

4.1.2 *(Deleted Nov 2020)*

4.1.3 To control bingo expenses, and with prior AGLC approval, some of the positions listed in Sections 4.2 may be combined into one position, for example, in a licensed facility the hall advisor may also perform cashier duties.

4.1.4 Paid staff must be bonded for a minimum of $50,000.

SUBJECT: VOLUNTEER AND PAID POSITIONS

POLICY

4.2.1 The following are mandatory volunteer positions and must be filled by volunteers who are bona fide members of the licensed charity:

a) bingo chairperson;

b) paymaster; and

c) special games controller(s) (includes the linked game controller).

4.2.2 The following positions must be filled by paid registered staff:

a) hall manager (maximum one full-time equivalent charge per event fee);

b) assistant hall manager (maximum one full-time equivalent charge per event fee);

c) hall advisor (maximum one charge per event fee);

d) caller;

e) cashier;

f) EMS administrator; and

g) security guard.

4.2.3 The following positions may be filled by volunteers or paid staff as designated by the facility licensee. Any person who holds a paid staff position must be a registered gaming worker:

a) bookkeeper;

b) assistant hall advisor (maximum one charge per event fee or, if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity);

c) seller/checker;

d) bingo co-ordinator (maximum one charge per event fee or, if the position is filled by a volunteer, that person must be a bona fide member of the licensed charity);

e) pull ticket manager; and

f) pull ticket seller.

4.2.4 See Section 4.7 for volunteer duties and Section 4.8 for the paid staff duties.

SUBJECT: VOLUNTEER AND PAID POSITIONS – CLASS B LICENSED FACILITY

POLICY

(Deleted Nov 2020)

SUBJECT: REGISTRATION OF GAMING WORKERS

POLICY

4.4.1 In this section, an "applicant" means a person applying for registration as a gaming worker, pursuant to the Gaming, Liquor and Cannabis Regulation (GLCR).

4.4.2 Pursuant to Sections 24 and 25 of the Gaming, Liquor and Cannabis Regulation, a bingo worker class of gaming worker registration is established which authorizes a person to perform at a bingo facility a function specified in the person's registration. In a licensed facility gaming workers (paid staff) in the following positions must hold a valid current gaming (bingo) worker registration relevant to their position duties prior to commencing, and while preforming, their duties: *(Amended Nov 2020)*

a) hall manager;

b) assistant hall manager;

c) hall advisor (includes an independent hall advisor);

d) assistant hall advisor;

e) games manager;

f) caller;

g) cashier;

h) EMS administrator;

i) seller/checker;

j) bingo co-ordinator;

k) pull ticket manager;

l) pull ticket seller;

m) security guard;

n) bookkeeper:

i) if a firm supplies a facility licensee with bookkeeping services, the firm's lead individual, who is responsible for the completion of the bookkeeping duties, must be registered as a gaming worker.

4.4.3 Only individuals are eligible to be registered as gaming workers. Businesses or companies may not be registered as gaming workers.

4.4.4 To be eligible to be registered to perform a function as a gaming worker (paid staff), the applicant must:

a) have the experience specified by the Board of AGLC to carry out the function;

b) if the Board establishes an exam for the function, achieve at least the minimum exam score specified by the Board;

c) be at least 18 years of age;

d) be a Canadian citizen or a landed immigrant, or a citizen of a foreign country who has received a work visa from federal authorities to work as a bingo worker. The appropriate documents from Canadian federal authorities must be provided as part of the registration process; and

e) provide a records check provided by the RCMP or local police, dated within the last three months. *(Amended Nov 2020)*

f) *(Deleted Nov 2020)*

4.4.5 Pursuant to section 10(1) of the GLCR, the Board of AGLC may refuse to register an applicant as a gaming (bingo) worker if the applicant or any of the applicant's associates fails to pass a records check. Pursuant to section 10(2) of the GLCR, an individual does not pass a records check if the individual:

a) has at any time been charged with or convicted of:

i) an offence under the *Criminal Code* (Canada), the *Excise Act* (Canada), the *Food and Drugs Act* (Canada) or the *Income Tax Act* (Canada)

ii) an offence under the *Controlled Drugs and Substances Act* (Canada), other than under section 4(1) of that Act for possession of any substance included in Schedule II to that Act; or

iii) an offence under a foreign Act or regulation that, in the Board's opinion, is substantially similar to an offence referred to in sub-clause i) or ii)

and, in the Board's opinion the offence is sufficiently serious that it may detract from the integrity with which gaming activities or provincial lotteries are to be conducted in Alberta or may be detrimental to the orderly or lawful conduct of activities authorized by a liquor licence or a registration relating to liquor; or

b) has, within the five years prior to the submission of the application, been serving a term of imprisonment of three or more years.

4.4.6 Pursuant to section 11 of the GLCR, the Board may refuse to register an applicant if the Board is satisfied that the applicant has within the five years prior to the submission of the application contravened:

a) the *Gaming, Liquor and Cannabis Act* or Gaming, Liquor and Cannabis Regulation;

b) a predecessor of the *Gaming, Liquor and Cannabis Act* or Gaming, Liquor and Cannabis Regulation; or

c) a condition imposed on a licence or registration issued or made under the *Gaming, Liquor and Cannabis Act* or a predecessor of the Act.

4.4.7 Pursuant to Section 13 of the Gaming, Liquor and Cannabis Regulation, the Board may refuse to issue a licence to an applicant or to register an applicant if the Board is satisfied that the applicant, any of the applicant's key employees or associates or any other person or entity with connections to the applicant:

a) is a person who has not acted or may not act in accordance with the law, with honesty and integrity or in the public interest, having regard to the past conduct of the person;

b) would be a detriment to the integrity or lawful conduct of gaming activities or provincial lotteries; or

c) is a person whose background, reputation and associations may result in adverse publicity for the gaming industry in Alberta.

4.4.8 Notwithstanding Subsections 4.4.5 through to 4.4.8 of these policies, the Board may refuse to register an applicant.

4.4.9 A facility licensee must notify AGLC immediately upon becoming aware that any of the registered gaming workers working at the licensed facility is charged with or convicted of an offence under the legislation listed in Subsection 4.4.11. *(Amended Nov 2020)*

4.4.10 A registered gaming worker must notify AGLC and the facility licensee immediately when charged with or convicted with an offence under:

a) the *Criminal Code* (Canada);

b) the *Excise Act* (Canada);

c) the *Food and Drug Act* (Canada);

d) the *Income Tax Act* (Canada);

e) the *Controlled Drugs and Substances Act* (Canada);

f) a foreign Act or Regulation that is substantially similar to an offence referred to in clause a), b) c), d) or e) above;

g) the *Gaming, Liquor and Cannabis Act* (Alberta); or

h) the Gaming, Liquor and Cannabis Regulation (Alberta).

4.4.11 If a registered gaming worker is charged with or convicted of an offence, as described in Subsection 4.4.11, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the gaming worker's registration.

4.4.12 If a registered gaming worker has misled the Board, failed to provide information or provided inaccurate information, the Board may take disciplinary action including, but not limited to, suspension or cancellation of the gaming worker's registration.

4.4.13 A facility licensee may request approval to allow unregistered individuals access to restricted areas (e.g. the cash cage, server room, caller's stage, room where the safe is located and bingo card and pull ticket inventory room(s)), of the bingo facility for training or other purposes. The request must be made in writing to AGLC and provide:

a) the name, address, personal telephone number and business telephone number (if any) of the individual(s) to be trained;

b) the position title for which the individual(s) is training or requires access;

c) restricted area(s) to be accessed;

d) the reasons why access to the restricted area(a) is necessary and the period of time required;

e) a completed records check for the individual(s) (completed and dated within three months of the request); and *(Amended Nov 2020)*

If approved, AGLC will provide the facility licensee with a letter authorizing the individual(s) access to the restricted area(s) for a specific period of time (not more than two months). The facility licensee must be able to produce the letter when requested by an AGLC inspector.

4.4.14 Registered gaming workers may only work in the position(s) for which they are registered, and may only be paid for the work performed in these positions.

4.4.15 A registered staff member employed by a facility licensee, and who also is a member of a licensed charity within that facility, may work at their licensed charity's event as follows:

a) the paid staff member may be paid their normal salary for working the event in the position for which they are regularly employed and registered; or

b) the paid staff member may choose to volunteer (not be paid) to work for the licensed charity of which they are a member, in any position the bingo association has designated that a volunteer is eligible to work.

4.4.16 Failure to comply with the conditions of registration and any of the provisions of the Commercial Bingo Handbook may result in disciplinary action by the Board of AGLC, including the suspension or cancellation of registration.

4.4.17 Registration can be renewed only by re-applying as a registered gaming worker. Only the position(s) performed on a regular basis, or positions required by a demonstrated need, will be registered.

4.4.18 Applications for registration as a gaming worker (Form 5422) can be obtained by contacting AGLC (see Section 1.6). *(Amended Nov 2020)*

a) the registration application will only be processed if it is complete and all requested information is provided. *(Amended Nov 2020)*

b) the information in the application must be accurate;

c) the records check provided by the RCMP or local police and attached to the application for registration must be dated within three months of the application date. *(Amended Nov 2020)*

4.4.19 Any changes to personal information (e.g., address or surname) provided to AGLC must be reported immediately in writing, by email to gaming.registrations@aglc.ca, by fax to 780-447-8912, or by telephoning AGLC's Registration Unit at 1-800-272-8876.

SUBJECT: **DUE DILIGENCE**

POLICY

4.5.1 Facility licensees must implement strict and clear procedures to account for all gaming revenues, including the balancing of books and reconciling of revenue received in order to prevent illegal activity, collusion among staff (volunteers and paid staff), or any other activity detrimental to gaming, from occurring in licensed facilities.

SUBJECT: CONDUCT OF VOLUNTEER AND PAID STAFF

POLICY

4.6.1 The licensed charity and its volunteers must comply with the following:

a) volunteers must not be paid from gaming proceeds or from any other source of revenue for their services. See the Charitable Gaming Policies Handbook (Section 4.2) for detailed information; *(Amended May 2022)*

b) volunteers in the mandatory volunteer positions identified in Sections 4.2 of these policies must be bona fide members of the licensed charity as defined in its bylaws;

c) the licensed charity may use outside help (non-members) as volunteers to fill other volunteer positions as required, or continue to only use its members in all positions. Licensed charities whose members are disabled may accept outside volunteer help for all positions. Any non-members who work as volunteers must be known to the licensed charity.

Note: This provision is intended to allow licensed charities greater flexibility in raising funds to support their approved charitable objectives. However, it is not intended to provide an opportunity for a non-licensed charity to work at an event in return for a donation from the licensed charity; this type of arrangement is prohibited;

d) individuals whose purpose to work at events is related to the Fine Option Program or the Alternative Measures Program may not be used as volunteer workers;

e) the paid staff of the licensed charity may work as volunteers if:

i) they are volunteering their services beyond their normal paid working hours; and

ii) they fill any volunteer position except the following positions: bingo chairperson, paymaster, or special games controller;

f) volunteers working an event may receive credits/points to help offset the cost of registration fees, competition fees and/or travel expenses for an approved charitable activity conducted

by the licensed charity. See the Charitable Gaming Policies Handbook (Section 4.3) for detailed policies; *(Amended May 2022)*

g) in the exceptional circumstance where a licensed charity does not show up for its scheduled event, or if the facility licensee receives short notice that a charity's bingo licence has been suspended/cancelled, the facility licensee may pay individuals to work at the event instead, using gaming funds (surplus expense revenue held in the association expense bank account) or non-gaming funds. The following conditions apply:

i) regarding licensed charities that do not show up, facility licensees must show that they have procedures in place to contact licensed charities to confirm their scheduled event within two months in advance of the event (e.g., by phone, email or regular mail);

ii) regarding a charity's suspension or cancellation of its bingo licence, the facility licensee must have a record of the date the charity's bingo licence was suspended or cancelled and the date/time and way in which the bingo association was made aware of the suspension or cancellation;

iii) there must be at least one volunteer of a member licensed charity present at the event and working as the bingo chairperson in the cash cage. This licensed charity will be recorded as the charity working the event and will receive the pool allocation for that event; and

iv) every effort should be made to obtain volunteers to work at the event; however, if this is not possible, workers (who may not be known to the licensed charity) may be paid from the bingo association's surplus expense revenue held in the association expense bank account or non-gaming funds.

4.6.2 Volunteer bingo workers:

a) must maintain the integrity of the gaming activity and perform their respective duties according to the standards set out in these policies and as specified in the facility licensee's position

descriptions and operating policies and procedures for volunteer staff;

b) must be capable and able (as so deemed by the facility licensee) to perform the administrative and financial duties associated with the positions they are assigned to. Persons with disabilities may accept the assistance of a parent, care giver or other responsible person while carrying out the duties of their volunteer position;

c) must report to the bingo chairperson before starting their duties and print their first and last names on and sign the Bingo Worker Sign In Sheet (see Subsection 12.1.1);

d) are prohibited from playing bingo, purchasing or redeeming pull tickets or participating in KENO or using e-daubers while volunteering at an event;

e) must not use or be under the influence of liquor, cannabis or illegal drugs at an event. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications while working an event must be consistent with the facility licensee's policies regarding their use and must not interfere with the ability of volunteers to perform their volunteer duties;

f) who are under the age of 12 are prohibited from handling cash (including the payment of prizes), but may work in the position of bingo checker or assist with other event duties (e.g., cleaning tables, emptying garbage cans, etc.). See Section 3.10 for more policies regarding minors;

g) with the exception of sellers/checkers, must work one position at a time. If a volunteer is to fill a second position, the accounting procedures for the first position must be completed and verified before filling the second position;

h) who handle cards and/or cash must return their apron, cash and bingo cards to the cash cage prior to leaving the bingo floor area for any reason (e.g., to use the washroom or go on a break);

i) must not use personal money to provide a float for the event or for their volunteer position (e.g., as paymaster, etc.); and

j) who fill the paid positions of hall manager or assistant hall manager, must comply with all policies that apply to these paid positions.

4.6.3 Registered gaming workers:

a) must maintain the integrity of the gaming activity and ensure that only lawful gaming activities are conducted in a licensed facility;

b) must print their first and last names on the bingo worker sign-in sheet and sign the sheet before starting work;

c) must comply with the following conditions related to participating in gaming activities:

i) registered gaming workers are prohibited from purchasing or redeeming pull tickets (except as stated in Subsection 4.6.3 c) iii)) and playing e-daubers (except in the process of assisting players with these games) in any licensed facility at which they are employed;

ii) registered gaming workers may play KENO before starting or after they have performed all of their duties related to the event at which they have been scheduled to work. Facility licensees may establish a house rule that prohibits registered gaming workers from playing KENO;

iii) registered gaming workers in municipal locations where more than one licensed facility exists are prohibited from playing paper and e-dauber bingo and bingo event pull tickets (see Subsection 6.4.2) at the licensed facility where they are employed (also see 4.6.3 c) i));

iv) registered gaming workers (other than the hall manager, assistant hall manager, games manager and EMS administrator) who are employed in municipal locations where only one licensed facility exists may play paper bingo and bingo event pull tickets as follows:

- they may not play paper bingo or bingo event pull tickets during a day that they are scheduled to work;
- the facility licensee's house rules shall indicate the conditions under which registered gaming workers

are permitted to play paper bingo and bingo event pull tickets in the licensed facility; and

- facility licensees may establish a house rule that prohibits registered gaming workers from playing paper bingo and bingo event pull tickets, or that limits how often these workers may play paper bingo;

d) must not use or be under the influence of liquor, cannabis or illegal drugs while on duty. Any use of prescription (including cannabis for medical purposes) or off-the-shelf medications must not interfere with the ability of workers to perform their work duties:

   i) workers using prescription (including cannabis for medical purposes) or off-the-shelf medications must follow the bingo facility licensee's policies and procedures regarding their use while at work;

e) must, in carrying out the duties of their position to assist a gaming licensee in the operation of an event and pull ticket sales, and a facility licensee in the operation of the bingo facility and KENO, comply with:

   i) all duties outlined in their position description (to be signed by the registered gaming worker);

   ii) the *Gaming, Liquor and Cannabis Act* and Gaming, Liquor and Cannabis Regulation; and

   iii) AGLC Board policies, conditions of registration and terms and conditions applicable to registered gaming workers, gaming licensees, and facility licensees as stated in the Commercial Bingo Handbook;

f) must not delegate, temporarily or permanently, bingo duties or duties of the pull ticket manager to non-registered individuals;

g) must not perform duties which must be performed by a volunteer;

h) with the exception of sellers/checkers, must work one position at a time. If a worker is to work a second position, the

accounting procedures for the first position must be completed and verified before filling the second position;

i) who have access to funds or other assets of the licensed charity or bingo association must not borrow from or convert these funds or other assets for personal use;

j) must not be voting members on the bingo association's executive and/or board of directors;

k) in a licensed facility, must not be employed directly or indirectly by, under contract to, or have a financial interest in:

i) the lessor of the licensed facility;

ii) the operator of the concession;

iii) suppliers of bingo equipment and supplies; or

iv) suppliers of services.

4.6.4 The executive and/or board of directors of the bingo association must:

a) not have a personal financial interest in a company, or be employed by a company, that provides the following to or at the licensed facility:

i) the bingo hall;

ii) services;

iii) equipment;

iv) supplies; or

v) concession operations;

b) in the case of the executive officers, the membership must not be comprised of more than 25 per cent of individuals who are employed on a regular basis by a licensed charity conducting events in its licensed facility; and

c) in the case of the board of directors, the membership shall not be comprised of more than 25 per cent of individuals who are employed on a regular basis by a licensed charity conducting events in its licensed facility.

4.6.5 Members, executive and/or board of directors of the bingo association who have access to bingo funds or other bingo association assets must not borrow from or convert the bingo funds or assets for personal use.

4.6.6 Identification badges for registered bingo workers (paid staff) and identification badges or aprons for volunteer workers must be worn in plain view at all times during an event, and must contain the following information:

a) the registered bingo worker identification badge:

i) first or common name;

ii) position;

iii) the registration number issued by AGLC;

iv) the month in which the registration expires; and

v) the worker's photograph (optional).

b) the volunteer worker identification badge or apron:

i) name of the licensed facility or the name of the bingo association; and

ii) the word "Volunteer."

SUBJECT: VOLUNTEER DUTIES – MINIMUM REQUIREMENTS

POLICY

4.7.1 Duties for volunteer staff must be clearly defined. Facility licensees must submit for AGLC approval a position description containing all duties required to fulfill the responsibilities of the position. Any changes to the approved volunteer position descriptions must be submitted to AGLC for approval.

4.7.2 The titles of the facility licensee's volunteer positions may vary from the titles used in this section; however, if the position title varies from a title used in this section, the duties of the position must meet the minimum requirements of the position as described in this section.

4.7.3 **Bingo Chairperson**: The bingo chairperson must be a volunteer position. The position is responsible for the overall operation of the event. The bingo chairperson's bingo and pull ticket duties are performed in consultation with the hall advisor.

a) responsibilities include:

i) supervising volunteer and paid staff;

ii) assigning duties to volunteer staff;

iii) ensuring the secure handling of cash; and

iv) complying with the required financial/inventory control system;

b) bingo duties include:

i) ensuring all volunteer and paid staff sign an attendance form before starting work (see Bingo Worker Sign In Sheet in Subsection 12.1.1) and confirming that:

- the identity and source of all volunteers is known to the licensed charity; and
- volunteers are assigned to positions for which they are qualified;

ii) prior to the start of the event, receiving and accounting for the event float and bingo card inventory as follows:

- by witnessing the counting of the event cash float by the hall advisor, recording it, and then signing off on it with the hall advisor; and
- by witnessing the counting of the bingo card inventory designated for sales during the event by the hall advisor, recording it, and then signing off on it with the hall advisor;

iii) checking bingo equipment, as specified in Subsection 9.3.10, with the caller and a player to ensure it is operating properly. This specific duty may be performed by the paymaster if so designated in the paymaster's position description;

iv) transferring and verifying, by counting and signing off on, the cash and cards to and from the paymaster, cashier and controller(s);

v) where the EMS verifier cannot be used due to exceptional circumstances, verifying against the master book of cards the winning card(s) for major prizes ($500 or more) and for the games with separate sales;

vi) in the exceptional circumstance where the EMS verifier cannot be used, verifying all declared bingos using a manual callback procedure;

vii) in consultation with the hall advisor, resolving complaints from players;

viii) in conjunction with the hall advisor and/or the caller, ensuring the payment of prizes complies with Section 5.3;

ix) upon detection, advising AGLC of any cheating or other illegal activity or discrepancy;

x) completing discrepancy reports as required (see Section 4.10);

xi) prior to the end of the event, transferring the event float, cash from sales and unsold bingo card inventory from the licensed charity to the bingo association as follows:

- the counting of the event cash float by the hall advisor must be witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson and the hall advisor;
- the counting of cash from point of sales (POS) by the hall advisor must be witnessed by the bingo chairperson, recorded and signed off by the bingo chairperson, the cashier and the hall advisor; and
- the counting by the hall advisor of unsold cards in the bingo card inventory must be witnessed by the bingo chairperson, recorded, and signed off by the bingo chairperson and the hall advisor;

xii) preparing cash for bank deposit, and ensuring the safe delivery of the cash to the bank or securing the sealed bank deposit in the licensed facility's safe;

xiii) in conjunction with the hall advisor, ensuring the required financial/inventory control system forms are completed (see Section 12);

xiv) ensuring that all of the financial/inventory control system responsibilities of this position are carried out in compliance with Subsection 8.1.3 in a licensed facility;

xv) retaining a copy of the completed event summary forms and leaving all other original financial/inventory control system forms with the hall advisor;

c) pull ticket duties include:

i) witnessing the issue of the pull ticket float and new pull ticket units to paid pull ticket sellers, or the hall advisor, or to the assistant hall advisor if the sellers are volunteers; and

ii) witnessing the counting of, and then signing off, the revenue from pull ticket sales, by pull ticket unit, that is received from paid sellers, the hall advisor or assistant

hall advisor. When each pull ticket unit's sales have been completed (see Subsection 6.4.22), ensuring that the revenue from the unit is deposited according to the process stated for bingo deposits (see Subsections 6.4.23 and 8.1.4 for a licensed facility.

4.7.4 **Paymaster**: The paymaster must be a volunteer position. The position reports to the bingo chairperson and supervises the awarding of prizes.

a) duties of the paymaster include:

i) verifying prize amounts and counting, recording and signing off on cash transfers to and from paid staff and volunteers;

ii) checking bingo equipment, as specified in Subsection 9.3.10, with the caller and a player to ensure it is operating properly. This specific duty may be performed instead by the bingo chairperson if so designated in the bingo chairperson's position description;

iii) transferring cash prize(s) for each game to sellers/checkers for awarding to player(s) or to the players directly (this does not include prizes made to a player's account balance or progressive prizes paid directly from the advisor EMS station);

iv) recording all prize payouts;

v) completing discrepancy reports as required (see Section 4.10);

vi) completing and signing financial/inventory control system form(s) and ensuring that all of the financial/inventory control system responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a licensed facility ; and

vii) returning the paymaster's cash tray to the cash cage when it is not in use.

4.7.5 **Special Game Controller**: The special game controller must be a volunteer position. This position reports to the bingo chairperson and may be combined or separated into one or more positions

depending on the number of sellers supervised. This position also performs the controller duties for the linked game. The hall advisor may assist with the operation of the linked game management system.

a) duties of the special game controller include:

i) in conjunction with the bingo chairperson and hall advisor, supervising card sales for special games;

ii) counting, recording and signing off the number of cards and cash float received from the bingo chairperson or hall advisor (one or the other) as specified in the special game controller position description;

iii) issuing cards and floats to sellers, making proper entries on financial/inventory control system forms, and ensuring seller(s) has signed for the cards and float;

iv) in conjunction with the bingo chairperson and hall advisor:

- counting, recording and signing off the receipt of cash/cards from sellers and making proper entries on financial control forms;
- counting, recording and signing off the number of unsold cards to be returned to inventory;
- balancing all cash and cards and ensuring correct prize is paid to winners; and
- completing financial control forms;

v) transferring all cash and completed financial control forms to the bingo chairperson (the cash must be counted and signed off before it is transferred);

vi) completing discrepancy reports as required (see Section 4.10); and

vii) ensuring that all of the financial/inventory control system responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a licensed facility;

b) linked game duties, to be performed in conjunction with the hall advisor, must comply with the approved operations manual for the linked bingo game and include:

i) controlling, reconciling and reporting the linked game sales to the network studio;

ii) ensuring cards received from the bingo chairperson and/or hall advisor are counted and signed for;

iii) verifying, recording, and entering on the linked game management system the cash float received from the bingo chairperson;

iv) as needed, using the linked game management system to scan trays of linked game cards to be issued to sellers, issuing and recording cards and floats transferred to sellers, making proper entries on linked game control forms, and ensuring each seller has signed for the cards and float;

v) counting and balancing all cash and cards returned by each seller and making the proper entries on the linked game control forms;

vi) on an on-going basis, using the linked game management system, entering card-sales update reports for the network studio;

vii) balancing sales of sellers by verifying the number of unsold/returned cards, the cash and the float, and by making appropriate entries on linked game control forms ensuring the seller(s) has witnessed, verified by count and signed off on transactions;

viii) verifying the final main prize and consolation prize contributions according to the number of cards sold;

ix) printing a copy of the final game worksheet from the linked game management system and in conjunction with the bingo chairperson and hall advisor:

- verifying the printed copy of the game worksheet with the information that appears on the linked game management system screen;

- verifying all unsold cards, cash and the float by counting and signing off on the transfer of these to the bingo chairperson; and
- signing off the printed copy of the game worksheet, and ensuring the bingo chairperson and hall advisor also sign the worksheet;

x) as an option, performing the duties of a linked game verifier/number recorder as described in the operations manual for the linked bingo game if all the other duties of the special game controller position have first been completed and the respective counts balanced, and all cash and unsold cards have been transferred to the bingo chairperson.

4.7.6 **Seller/Checker**: The seller/checker position may be a volunteer or paid position as designated by the facility licensee. The position reports to the bingo chairperson. At the discretion of the facility licensee, individuals holding this position may perform duties of both a seller and a checker, or just one of these.

a) duties of the seller/checker position include:

i) in conjunction with the special game controller, counting, recording, and signing for the acceptance of the float from the controller and the return of the float to the controller;

ii) in conjunction with the special game controller, counting, recording and signing for the acceptance of cards received from the controller for sale to players;

iii) selling cards to players;

iv) accounting for cash from sales;

v) in conjunction with the controller, returning the cash and unsold cards to the controller after counting, recording and signing off on them;

vi) ensuring the caller is aware of any declared bingos that the seller/checker has recognized;

vii) verifying declared bingo winners through the required verification/call-back procedure;

viii) receiving prize(s), excluding those made directly to a player's account balance, from the paymaster and then awarding them to winner(s);

ix) in the exceptional circumstance where the EMS verifier cannot be used, verifying major prizes ($500 or more) by taking winning card(s) to the hall advisor or the bingo chairperson to verify the card face and card number against the master book of cards;

x) completing discrepancy reports as required (see Section 4.10); and

xi) ensuring that all of the financial/inventory control system responsibilities of this position are carried out in compliance with Subsection 8.1.3 for a licensed facility;

b) with prior AGLC approval, a seller/checker may sell more than one type and price of special game card at a time. Thorough financial and inventory controls must be in place and adhered to at all times.

i) A seller who consistently has cash shortages must not be permitted to sell more than one type or price of special game card at any time.

SUBJECT: PAID STAFF DUTIES - MINIMUM REQUIREMENTS

POLICY

4.8.1 Duties for paid staff must be clearly defined.

4.8.2 All paid staff must have a signed employment agreement for each position held which includes rate of pay, hours of work, vacation entitlement, benefits and any other relevant employment conditions. The employment agreement must be updated and signed by the paid staff whenever any changes are made to the agreement.

4.8.3 As applicable to each position, all paid staff must ensure that all of the financial/inventory control system responsibilities for their position are carried out in compliance with Subsection 8.1.3;

4.8.4 **Hall Manager**: The hall manager is a paid position that reports to the executive of the bingo association. The hall manager is responsible for providing oversight into bingo operations and ensuring compliance with the Commercial Bingo Handbook. The hall manager must also be a registered EMS administrator.

a) hall manager duties include:

i) ordering and keeping perpetual inventory records;

ii) maintaining financial records related to business bank accounts including payroll and T4 summaries, Canada Revenue Agency payments and GST returns, etc.;

iii) ensuring monthly bank reconciliations are completed;

iv) ensuring event data is entered into EMS by a registered position (i.e., the hall manager, assistant hall manager, hall advisor or bookkeeper), and ensuring the month end reporting is submitted to AGLC within seven days of the end of the month;

v) ensuring all paid workers have current and required registration prior to commencing their duties and at all times while carrying out their duties;

vi) ensuring server room key controls are managed as required in Subsection 9.4.33; and

vii) reviewing event financial/inventory control system forms for completeness and accuracy;

4.8.5 **Assistant Hall Manager**: The assistant hall manager in a licensed facility is optional and reports on a day to day basis to the hall manager. The overall responsibility for the duties of this position remains with the hall manager.

4.8.6 **Hall Advisor**: The hall advisor in a licensed facility is a paid position. The hall advisor reports to the bingo chairperson during the event.

a) duties of the hall advisor include:

i) prior to the start of the event, counting, recording and signing off on the event float and bingo card inventory, witnessed and signed off by the bingo chairperson, and then transferring the float and inventory to the licensed charity.

ii) counting, recording and signing off the transfer of pull tickets or pull ticket units to volunteer or paid sellers as may be requested by the pull ticket manager;

iii) prior to the end of the event, transferring the event float and unsold bingo card inventory from the licensed charity to the bingo association by counting, recording and signing off on the event float and inventory being transferred.

iv) reviewing event financial/inventory control system forms for completeness and accuracy and ensuring that all of the financial/inventory control system responsibilities of this position are carried out in compliance with Subsection 8.1.3;

4.8.7 **Assistant Hall Advisor**: The assistant hall advisor in a licensed facility is optional and reports to the hall advisor during an event and can be a volunteer or paid position as designated by the facility licensee. The overall responsibility for the duties of this position, including signing authority, remains with the hall advisor.

4.8.8 **Cashier**: The cashier is a paid position and reports to the bingo chairperson at the event.

a) duties of the cashier must include:

i) prior to the start of the event, receiving the cashier's float and bingo card inventory from the bingo

chairperson by counting, recording and signing off on the float and inventory received.

ii) processing cards sales to customers and voids through the POS;

iii) prior to the end of the event, returning the cashier's float, cash from POS sales and unsold bingo card inventory to the bingo chairperson by counting, recording and signing off on the float, cash and inventory being transferred.

4.8.9 **Caller**: The caller is a paid position that reports to the bingo chairperson during the event.

a) the caller must not use any cell phone or personal electronic device during the event;

b) duties of the caller include:

i) at the start of each event, announcing and recording on the approved audio/video recording system: the date of the event and type of event (morning, afternoon, evening or late night);

ii) recording prize payouts and number of winners in the Event Management System (EMS). Where the EMS is not available, the required information must be recorded manually;

iii) submitting a signed EMS caller's summary report to the bingo chairperson at end of the event. Where the EMS is not available, the caller must sign and submit the manually recorded form;

iv) announcing and verifying all declared bingos through the EMS according to these policies (see Subsections 5.4.14 to 5.4.16);

v) announcing prize payouts for regular games before the regular games start; and announcing prize payouts for special games before the special game starts or, if there is a delay in calculating the prize payout for the special game, announcing the prize payout as soon as possible after the special game starts;

vi) ensuring all parts of the event are recorded in audio and video

vii) ensuring the Event Management System (EMS) is maintained and/or operated according to these policies and the licensed facility's and vendor's EMS user manuals; and

4.8.10 **EMS Administrator:** The EMS administrator is a part-time and registered gaming position, whose general responsibility is to ensure the secure, reliable, safe and proper functioning of EMS during all events. The hall manager is required to hold this position, and may be assisted in carrying out the duties of this position by up to two other existing paid staff (i.e., assistant hall manager, advisor, caller or cashier), appointed by the facility licensee and registered as EMS administrators to carry out such duties (under the oversight and direction of the hall manager).

a) The EMS administrator system access rights must be cancelled immediately when:

i) an EMS administrator appointment is terminated in the licensed facility;

ii) an EMS administrator registration is cancelled or expired; or

iii) an EMS administrator leaves employment at the licensed facility before the individual's EMS administrator registration is expired.

b) duties of the EMS administrator include:

i) assigning and maintaining EMS access rights of paid staff to system modules, based on their position requirements, ensuring security and integrity of the system;

ii) performing system configuration and testing to accommodate the facility licensee's bingo program and user requirements;

iii) maintaining a detailed log of all system configurations including the date and details of any and all system

changes, and a log of related configuration issues that arise; and

iv) coordinating regular EMS maintenance and testing of product patches, updates and releases.

4.8.11 **Bingo Co-ordinator**: The bingo co-ordinator is optional and may be a volunteer or paid gaming position as designated by the facility licensee. The bingo co-ordinator position reports to the bingo chairperson at the event. The duties of the position are flexible; however, if it is a paid position, the bingo co-ordinator position must not assume responsibility for any of the duties performed by specified volunteer positions.

4.8.12 **Bookkeeper**: The bookkeeper may be a volunteer or paid position as designated by the facility licensee. The bookkeeper position reports on a day to day basis to the hall manager, but is accountable overall to the executive of the bingo association. Bookkeeper duties may include hall manager duties listed in Subsections 4.8.5 a) ii) to iv).

a) the bookkeeper may have signing authority on designated gaming accounts only, as specified by the executive of the bingo association; if such signing authority is approved, the bookkeeper must be the first one to sign on a gaming account, and an executive member of the bingo association must be the second one to sign on the gaming account.

4.8.13 **Pull Ticket Manager**: The pull ticket manager may be a volunteer or a paid position and is responsible for the day-to-day control and administration of pull ticket sales on behalf of or as agent for the licensed charities. The pull ticket manager reports to the executive of the bingo association.

a) Duties of the pull ticket manager include:

i) ordering and controlling the pull ticket inventory;

ii) issuing the pull ticket float and pull ticket units to paid pull ticket sellers, the hall advisor or the assistant hall advisor, as appropriate; must count, record and sign off on the float and pull ticket unit prior to issuing them;

iii) counting, recording and signing off the revenue received from pull ticket sales from paid sellers, the hall advisor or

the assistant hall advisor, and ensuring the deposits are made according to the process for bingo deposits as stated in Subsections 8.1.4 and 8.1.5;

iv) completing each month, the form Monthly Pull Ticket Sales (Deposit) Report – Form 5438 (2000 Feb), and the monthly bank reconciliation, and forwarding these to AGLC as provided in Section 6 - Pull Ticket Sales;

4.8.14 **Pull Ticket Seller**: The pull ticket seller may be a volunteer or paid position (if paid, must be paid from the pull ticket revenue) as designated by the facility licensee. If a paid seller, the position reports to the pull ticket manager and is responsible to the bingo chairperson at the event. Volunteer pull ticket sellers report to the hall advisor or assistant hall advisor.

a) duties of the volunteer pull ticket seller include:

i) obtaining pull tickets and the float from the pull ticket manger, hall advisor or assistant hall advisor as applicable; the paid seller/volunteer must count, record and sign off on the pull tickets and the float received;

ii) conduct ticket sales, verifying winning tickets, paying prizes and defacing all submitted winning tickets with a value of $5 or more immediately after they are redeemed by the winner(s);

iii) transferring revenue from sales of pull tickets to the pull ticket manager, hall advisor or assistant hall advisor, as applicable, for verification and deposit. Revenue transferred must be counted, recorded and signed off. In the case of a paid pull ticket seller, the seller must balance and verify sold unit(s) (see Subsection 6.4.22);

4.8.15 **Security Guard**: The security guard is optional and must be a paid position that reports to the hall advisor.

SUBJECT: CLASS B FACILITY PAID STAFF DUTIES – MINIMUM REQUIREMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: REPORTING DISCREPANCIES

POLICY

4.10.1 It is a condition of both registration and licensing that gaming (bingo) workers and facility licensees immediately report any breaches of the Commercial Bingo Handbook policies or security breaches to AGLC. Failure to do so may affect registration or licensing status.

4.10.2 The incident(s) or suspected incident(s) listed in Subsections 4.10.2 a) to d) require investigation and/or corrective action by the facility licensee, bingo chairperson, hall manager, games manager and hall advisor. These individuals must submit a discrepancy report when the incident(s) or suspected incident(s) occur (see Subsections 4.10.4 a) and b)). They must also ensure any other party to the incident(s) also submits a discrepancy report which provides details of their involvement in the incident(s). AGLC must be notified immediately through Hotline at 1-800-561-4415 of:

a) suspicion or evidence of:

i) cheating at play;

ii) theft, fraud or counterfeit money;

iii) personal possession, for reasons unrelated to the event, of bingo cards, pull tickets or revenue by volunteers or registered bingo personnel; or

iv) personal possession of bingo cards, pull tickets or event revenue by concession or building management employees;

b) procedures inconsistent with or that contravene these policies;

c) public disturbance requiring police action and during which the security of cards or cash was or could have been compromised; and

d) robbery, attempted robbery or break and enter in the licensed facility.

4.10.3 Event cash shortages must be reported as follows:

a) event cash shortages of $100 or less must be reported on the EMS and be clearly reflected on the financial/inventory control forms used at the event; and

b) major individual shortages of more than $20 involving a volunteer or seller must be explained by the volunteer or paid seller on the reverse side of the control form in question. The control form and any other "working" papers must be maintained according to Subsection 8.1.7 for a licensed facility and are subject to review by AGLC; and

c) pull ticket and event cash shortages of more than $100, not including proven bingo prize compensating errors, must be reported to AGLC immediately. Within three days of the shortage occurring, the facility licensee, hall advisor, and bingo chairperson must each submit to AGLC, by mail or by fax, a discrepancy report providing all relevant details of the shortage. The discrepancy report must include a copy of the control sheet(s) reflecting where the shortage(s) occurred.

4.10.4 Hall managers, hall advisors, games managers, callers, cashiers, EMS administrators and other registered gaming workers must submit a discrepancy report, providing all relevant details, regarding any bingo and/or pull ticket discrepancy/irregularity beyond those already specified in Subsections 4.10.2 and 4.10.3. They must ensure that any other party to the discrepancy or irregularity also submit a discrepancy report providing details of their involvement in, or witness of, the incident(s).

a) use the Discrepancy Report – Form 5425 for all non-electronic gaming discrepancies and irregularities. Use the Gaming Discrepancy Report Electronic Devices – Form 6619 for all electronic gaming device, or e-dauber, discrepancies and irregularities;

Note: These forms are found in Section 12.

b) discrepancy reports are to be sent by fax to the appropriate office of AGLC. Locations north of Red Deer are to send their reports to AGLC's office in St. Albert. Locations in Red Deer and areas south are to send their reports to AGLC's office in Calgary. See Section 1.6 for fax information.

SUBJECT: BINGO PROGRAM

POLICY

5.1.1 Information about terms used in Section 5:

a) "bingo program" refers to the elements or aspects that are used or required to deliver events in a licensed facility. These elements or aspects include but are not limited to:

i) the structure, card patterns and prizing for regular bingo games including regular games with a progressive element;

ii) the structure, card patterns and prizing for special games including special games with a progressive element;

iii) the structure, card patterns and prizing for linked bingo, if offered;

iv) the structure and prizing for bingo schemes including bingo schemes with a progressive element;

v) the cost to play all bingo games and bingo schemes;

vi) door prizes or other prizing;

vii) promotions to players including giveaways etc.; and

viii) any other element or aspect of a bingo program;

b) "rules of play" refers to rules governing the bingo program of a licensed facility (see also Section 5.4);

c) "house rules" refers to the rules that govern the operation of the licensed facility and the licensed charity's bingo events (see also Section 5.5);

d) a "bingo game" is counted as a unit of play with a prize offering (one game of bingo) whose total number that may be played in an event is limited by AGLC policy (see Subsection 5.1.6):

i) a bingo game includes regular games and the special games, whether these are pay-to-play or free play;

ii) among other features, a bingo game may have a progressive prize element, in which a portion of the prize continues to grow in a prize pool until the prize is won; and

iii) a bingo game must have an associated FGRS game type;

e) a "bingo scheme" refers to play that is tied to a bingo game but which has its own criteria to win an additional or separate prize:

i) as a bingo scheme is tied to a bingo game, the number of bingo schemes played during an event is not added to or included in the total count of bingo games that are played during an event;

ii) bingo schemes include but are not limited to: Loonie Pot, Lucky Number, Gold Ball, King and Queen, Player of the Night, and additional prizes awarded with a "second element of chance," etc.;

iii) among other features, a bingo scheme may have a progressive prize element, in which a portion of the prize continues to grow in a prize pool until the prize is won.

5.1.2 The facility licensee, which acts on behalf of, or as an agent for, the member licensed charities, must establish a bingo program, rules of play and house rules that are common to the member licensed charities of the bingo association.

5.1.3 There may be some minor variations in the bingo program in a licensed facility from day to day or weekly. However, in general and excluding any variations for special events, the bingo program in a licensed facility must be the same for each licensed charity that conducts bingo in the licensed facility.

5.1.4 It is the responsibility of the facility licensee and the hall manager, on behalf of the bingo association member licensed charities, to determine the specific elements or aspects of the bingo program and to ensure the bingo program, rules of play and house rules comply with these policies.

5.1.5 The facility licensee and EMS administrator must ensure the facility licensee's EMS and, if applicable, its e-dauber system, are programmed to accommodate the bingo cards, games, schemes, and promotions or giveaways it offers players during events.

5.1.6 The bingo program for an event must not have more than 75 bingo games.

5.1.7 Progressive bingo games and schemes must comply with these policies. AGLC approval is required before any proposed new progressive game or progressive scheme, or any proposed revision to an existing progressive game or progressive scheme, may be implemented:

a) the specific approval requirements are provided in Bingo Rules of Play and House Rules – Notification and Approval Requirements, posted on BIN; and

b) if a new or revised progressive is approved, AGLC will issue a progressive pool ID number to track the accumulating prize pool funds.

5.1.8 The prize payout for bingo schemes must be:

a) recorded as part of the prize payout for the game of bingo to which the scheme is tied; and

b) consistent with the provisions of Subsection 5.1.17 when awarded through a second element of chance.

PROGRESSIVE BINGO GAMES AND SCHEMES

5.1.9 There may be no more than one progressive element per bingo game or bingo scheme.

5.1.10 A maximum of twelve progressive games/prize schemes, including Loonie Pots (see Subsection 5.1.11) but excluding the linked game, may be offered per event under the following conditions:

a) progressive prize payouts must be determined by the facility licensee and comply with Subsection 5.3.1:

i) the progressive prize pool may be seeded as outlined in Subsection 5.3.5; and

ii) the value of the accumulated progressive prize must be added to the prize contribution for the event and make up the total value of the progressive prize pool eligible to be won at the event; if won, the total value of the progressive prize pool must be paid out in full. If not won, the total value of the progressive prize pool (prior event balance plus the current event prize pool contribution) must be carried over to the next event;

b) if the facility licensee sets a cap on its progressive prize pool the facility licensee's rules of play must state the cap, fully explain how the progressive prize pool is won when the cap is reached, and how prize pool contributions over and above the cap are handled;

   i) if capped, the facility licensee has the option of establishing two separate prize pools (one main pool and one reserve pool). Once the total value of the two pools reaches the capped maximum, the first prize pool must be played off within 14 days of the maximum being reached; and

   ii) if it is not capped, the progressive prize pool must be awarded or played off within a 12 month period starting from the date the prize pool begins to accumulate;

c) if a facility licensee intends to revise the structure (any aspect) of a progressive bingo game or scheme, the facility licensee must notify AGLC before implementing the change. In addition the:

   i) facility licensee must play off an existing accumulated prize pool before implementing any proposed changes to an existing game or scheme with a progressive element; and

   ii) AGLC will provide a new progressive game or scheme ID number to track the accumulating prize pool;

d) only one method may be used to progress a prize pool from event to event (e.g., evening to evening, afternoon to afternoon, afternoon to evening, etc.);

e) the facility licensee must use and retain approved event financial/inventory control forms and a manual system of tracking pool sales, contributions, payouts and balances, as described in Subsection 8.1.3;

f) the hall advisor and the bingo chairperson must ensure that the reported value of each progressive prize pool is accurate by verifying the opening and closing prize balances in EMS against

the manual tracking system. Any discrepancies must be reported to AGLC immediately;

g) the facility licensee must maintain security of the accumulated prize funds as follows:

i) the facility licensee must collect funds contributed to each progressive prize pool by event; if the prize pool is not paid out during the event, the funds collected for each progressive game must be deposited to the progressive prize bank account and held in trust to pay out progressive game prizes at a future event when they are won;

ii) when a progressive prize pool is won at an event, the game contribution from that event may be paid to the player in cash and the remainder (accumulated portion of the prize pool) may be paid to the player by cheque written on the progressive prize bank account; alternatively the entire amount may be paid by cheque written on the progressive prize bank account.

Note: revenue from uncashed progressive prize cheques belongs to the member groups of the association;

iii) if revenue from the event is sufficient to pay the full progressive prize pool in cash, the facility licensee has the option of writing a cheque for the value of the accumulated portion from the progressive prize bank account to the bingo revenue bank account and may deposit this cheque in place of the event revenue (bills and coins). The event revenue may then be used to pay the player the accumulated portion in cash.

Note: The cheque will replace the event cash deposit in whole or in part depending on the amount of cash available from the event revenue and the amount of funds needed to pay the accumulated portion of the progressive prize in cash;

iv) in addition to the EMS progressive prize reporting requirements, a manual control form must be maintained for each progressive game prize pool detailing the opening balance of each prize pool, the event game contribution, event payout(s) (if applicable), method of payment (cash and/or cheque) and the event closing balance. The manual control form must be signed by the event advisor and chairperson verifying its accuracy;

v) the hall manager must review and sign (initial) the manual control forms, verify the progressive prize bank account deposits, and monitor the issuance of cheques on a regular basis throughout the month and immediately report any discrepancies to AGLC; and

vi) the facility licensee must submit to AGLC a monthly bank reconciliation with supporting documents for the progressive prize bank account; the facility licensee must verify the accuracy of each progressive prize pool balance against the information reported on EMS;

h) the facility licensee's rules of play may require that a player's eligibility to win a progressive prize is based on the player achieving (completing) and declaring (announcing) their bingo on specific criteria which is stated in the rules of play for the progressive game/scheme. For example, the rules of play may indicate that the progressive game/scheme is won if a player completes the required pattern and declares bingo:

i) on a loonie pot number(s) as determined at the event;

ii) on the number that appears after the fireball is drawn;

iii) within a specific amount of numbers, e.g. within 48 numbers being called;

iv) on a specific number of numbers, e.g. on the 56th number called;

v) on a double digit number, e.g. N44;

vi) on a specific square positioned on the bingo card, e.g. the bottom or top square under the "B" Column; or

vii) on a number starting or ending in a particular number, e.g. starting or ending in the number 7 (O72 or N47);

i) if there is no declaration of bingo on the progressive game or scheme criteria as specified in the rules of play, the caller must ask players, at least two times, if anyone has a bingo on the required criteria (announcing to players what that criteria is) for the progressive element of the game/scheme, and pause to recognize any bingos after each ask. If there is no response, the facility licensee may announce to players that the progressive element of the game/scheme is closed and that play will continue for the event prize associated with the game/scheme.

Loonie Pot Schemes

5.1.11 AGLC approval is required before implementing any new Loonie Pot scheme or any revisions to an existing Loonie Pot scheme:

a) if a new or revised Loonie Pot scheme is approved, AGLC will assign it an AGLC progressive prize pool ID;

b) the facility licensee must play off the existing accumulated prize pool before implementing the approved changes;

c) refer to Bingo Rules of Play and House Rules – Notification and Approval Requirements, posted on BIN.

5.1.12 The conditions for participating in a Loonie Pot scheme must be as follows:

a) cost to play is stated in the facility licensee's rules of play;

b) a player participating in a Loonie Pot scheme must have a sales receipt to play and to be eligible to win the Loonie Pot prize pool;

c) to win the prize pool, the Loonie Pot number must form part of the required pattern for the game being played and the player(s) must declare their bingo at the time the Loonie Pot number is called. If a valid bingo is declared on more than one bingo card for the Loonie Pot scheme, the prize pool must be divided equally by the number of valid winning bingo cards and paid out accordingly.

5.1.13 Loonie Pot schemes may be played, with specified games of bingo in the bingo program, under the following conditions:

a) the facility licensee's rules of play must specify the regular games in the bingo program to which each Loonie Pot applies;

b) the event prize payout of the Loonie Pot must be added to the accumulated Loonie Pot(s) prize pool at each event. The prize pool(s) must be awarded once per event, and may be split equally among multiple winners if the players declared a valid bingo on the Loonie Pot number at the same time;

c) one "loonie number" must be used when only one Loonie Pot is conducted. One "loonie number" or a separate "loonie number" per prize pool may be used when multiple Loonie Pots are conducted;

d) the facility licensee's rules of play must specify how the "loonie number(s)" is determined and:

i) the "loonie number(s)" must be announced by the caller and be posted in the licensed facility for viewing by all players; and

ii) the "loonie number(s)" must remain the same throughout the event;

e) each time the caller draws the "loonie number(s)" ball from the blower, the caller must announce the letter-number combination of the ball and indicate that it is the "loonie number" (e.g., "Your next number is B-13, which is the Loonie Pot number.").

5.1.14 The facility licensee's rules of play must not indicate that the Loonie Pot: must be won in a specified amount of numbers; may not be won on free cards distributed in the hall; or may not be won on reverse numbers (for example, B-15 reverses to G-51).

Fireball Schemes

5.1.15 AGLC approval is required before implementing a new Fireball Scheme or any revisions to an existing Fireball scheme:

a) if a new or revised Fireball scheme is approved, AGLC will assign it an AGLC progressive prize pool ID;

b) the facility licensee must play off the existing accumulated prize pool before implementing the approved changes;

c) refer to Bingo Rules of Play and House Rules – Notification and Approval Requirements, posted on BIN.

5.1.16 Fireball schemes must comply with the following:

a) facility licensees may use the "fireball" scheme for regular games or for special games;

b) if a fireball scheme is to be used in conjunction with a progressive element, it must comply with the requirements in Subsections 5.1.9 and 5.1.10;

c) one additional bingo ball may be added to the bingo blower as a "fireball." This ball:

i) must be of a different color from all the other balls in the blower;

ii) must not be a numbered ball;

iii) must be purchased from the same supplier and manufactured by the same manufacturer as all other balls being used in the blower, to ensure that the fireball is made from the same material and is of the same shape, size and weight as all other balls in the bingo blower;

iv) may only be used in connection with the conduct of a bingo game; and

v) must not be inserted into the blower for the purpose of awarding promotional items;

d) the facility licensee's rules of play must specify that the numbered ball that appears after the "fireball" determines that a bingo declared on that ball would be eligible for the "fireball" prize;

e) to win the "fireball" scheme, the number called immediately after the fireball has been drawn from the blower must complete the required pattern for the bingo game being played and the player(s) must declare their bingo when that number is called;

f) to determine the "fireball" number the caller must:

i) draw the "fireball" from the blower, announce that the "fireball" has been drawn, and state that a valid bingo declared on the next number called will receive the "fireball" prize; and

ii) must remove the "fireball" to display the next numbered ball on the hall monitors and ensure that this number remains to be the next number called.

SECOND ELEMENT OF CHANCE SCHEMES

5.1.17 Schemes with a second element of chance provide variety in awarding prizes. These schemes must be described in the facility licensee's rules of play and comply with the following:

a) facility licensees may award the winner(s) of a bingo game a bingo prize and/or an additional prize through a second element of chance as follows:

i) the player selects one item from a group of items, each of which provides a cash prize or merchandise prize. The player's prize will be determined by the item he or she selects; or

ii) a display board contains 75 numbers and behind each number is a description of a cash or merchandise prize. The winner receives the prize indicated behind the number on which they declared bingo; or

iii) a money tunnel in which the player enters and is given a specified amount of time to catch money, which becomes his or her prize;

b) casino style wheels, card schemes or raffle schemes may not be used to award second element of chance prizes.

5.1.18 Second element of chance schemes, other than those specified in Subsection 5.1.17 a) i), require prior approval of AGLC before they may be implemented in the bingo program.

SUBJECT: CARD SALES

POLICY

5.2.1 Only cash, debit cards or gift certificates issued by the facility will be accepted as payment for bingo product sales; granting credit and accepting cheques is prohibited.

5.2.2 The cashier(s) may exchange the following for Canadian funds:

a) Canadian or U.S. travellers cheques; and

b) U.S. funds. The exchange rate must be within one per cent of the bank rate for buying U.S. cash, and must be clearly posted. All foreign currency must be included with the event deposit.

5.2.3 A facility licensee may provide a debit machine in the cash cage and, if it chooses to do so, must assume all costs and risks associated with providing this service. The facility licensee must ensure that the total amount of debit sales during an event form part of the event bingo deposit. Licensed charities must not be directly involved in the debit transactions.

5.2.4 All bingo cards not controlled by volunteers or paid staff must be kept in locked storage.

PRE-SELLING OR AWARDING ADMISSIONS

5.2.5 Licensed charities may pre-sell or award admissions for special events under the following conditions:

a) the special event admission ticket must at minimum provide the following information:

i) name of the facility licensee and facility licence number;

ii) date of the special event;

iii) ticket number that corresponds with an itemized ticket inventory control form;

iv) value of the ticket and product(s) included and/or eligible to purchase;

v) number of tickets available for sale;

vi) minimum number of tickets that must be sold before the event will be cancelled; and

vii) an indication whether the ticket is transferable or non-transferable; if non-transferable then a space must be provided on the ticket for the player's name;

b) the rules of play reflecting the special event program must be submitted to AGLC for its approval five full business days (Monday to Friday) before the event. If special event admissions are awarded as an event prize, the rules of play reflecting this must be submitted to AGLC for its approval five full business days (Monday to Friday) before these prizes are awarded (see also Bingo Rules of Play and House Rules – Notification and Approval Requirements, posted on BIN);

c) the special event rules of play must indicate:

i) whether the purchase price of the pre-sale ticket varies by the time period in which it is purchased;

ii) details of the products that are included in the ticket price;

iii) details on the minimum number of tickets that must be sold for the special event to proceed, the policy to cancel the event, and policy on offering refunds;

iv) details of all bingo games and any schemes, and the prize allocation for these that would be awarded during the event; and

v) rules of play as needed for regular games, and for each special game, scheme, door prize, promotion or other giveaway, and how multiple winners are handled including the awarding of merchandise prizes;

d) the following financial/inventory controls must be in place:

i) an itemized ticket inventory control form that corresponds to the tickets sold or awarded as part of the prize payout; if the ticket is sold or awarded to a specific player, then that player's name must be

recorded on the ticket and on the inventory control form;

ii) forms for the special event to list the games, schemes, bingo prizes, door prizes, promotions or other giveaways that are offered and awarded during the event; and

iii) a process that ensures that the cash value of the pre-sold or awarded tickets is recorded as, and forms part of, the event revenue for the special event.

FREE BINGO GAMES AND ADMISSIONS

5.2.6 Free bingo games may be offered in compliance with the policies in Section 5 Bingo Events and the gaming profitability requirements in Section 8.3. Licensed charities may conduct one free bingo game per event (i.e., in which there is no charge for the bingo cards).

5.2.7 Distributing free admissions or free bingo cards is permitted only if the following conditions are met:

a) licensed charities may conduct one free bingo game per event if it complies with the policies in Section 5 – Bingo Events and the gaming profitability requirements in Subsection 8.3;

b) free bingo cards may be regular game cards or special game cards;

c) a method is in place to confirm that players are entitled to free admission or free bingo cards;

d) the method of distribution is included in the licensed facility's rules of play;

e) a record is kept of each time a free admission or free bingo card is distributed and the reason(s) why;

f) the distribution is entered in EMS for inventory control;

g) free bingo card(s) may only be used at the event at which they were distributed. The free bingo cards are reconciled against the bingo card inventory for the event;

h) financial controls are put in place for the transactions.

5.2.8 In addition to Subsection 5.2.7, free admissions or free bingo cards may be awarded:

a) as prizes for a bingo game;

b) in return for a donation through the facility licensee to a recognized community service organization (e.g., food bank, Christmas Bureau, etc.);

c) with a "player of the week" promotion under the following conditions:

i) the "player of the week" must be awarded a "certificate" that the player can produce for a period of up to one week entitling him or her to receive free regular game bingo cards/admission as specified in the facility licensee's rules of play;

ii) the prize has no cash value and is non-transferable;

iii) the facility licensee's rules of play must specify the method by which the promotion is awarded and any conditions for redemption; and

iv) the licensed charity conducting the event at which the promotion is awarded shall not be charged for the cost of the promotion and EMS entries are not required;

d) adequate procedures must be in place to ensure that all free cards are included in the bingo card inventory reconciliation process (see Section 8.1.3).

SEALING OF BINGO CARDS

5.2.9 Bingo cards for pre-mark games and the linked game must be sealed (folded and glued) at the time of sale. This ensures that sales are conducted in a random manner, and that staff, players and sellers do not know the card layout before the cards are sold.

"PARTIAL EVENT" SALES

5.2.10 The facility licensee may offer "partial event" sales (e.g., half-time sales) at a prorated price. Partial event sales must be fully accounted for, their bingo card inventory tracked, and the process explained in the facility licensee's rules of play.

a) the player's receipt must identify which portion of the event the player has paid for and is eligible to play.

DISCOUNT SALES

5.2.11 Discount sales may be offered as follows:

a) details of all discount pricing (including seniors' discounts) must be included in the facility licensee's rules of play;

b) discounted special-game cards must be of a different colour than, or otherwise distinguishable from, the special game cards normally used, to prevent selling the discounted cards at the full price;

c) card price discounting for regular games and special games must be processed through the EMS point of sale module; and

d) linked game cards may not be discounted by the facility licensee.

PACKAGE SALES

5.2.12 Package sales may be offered as follows:

a) "package sales" refers to the sale of multiple game cards (singles or strips) for a specified price;

b) the facility licensee must specify in the rules of play: the package price, the games included in each package, the quantity of cards for each game, and the sales revenue distribution of the cards (i.e., the amount allocated to the sales of each game).

Note: Linked game cards may be included in package sales and must be offered at the regular full price;

c) the full cost of the regular game cards included in a package must be allocated to regular game sales. The facility licensee must determine the revenue distribution for special game card sales.

GIFT CERTIFICATES

5.2.13 Gift certificates may be sold by facility licensees as follows:

a) the certificates must be numbered in sequence;

b) the facility licensee must:

i) maintain a separate ledger to record all gift certificate transactions, including the certificate number, dollar value, purchaser's name, date sold, date redeemed, and name of paid staff member who redeemed the certificate;

ii) confirm the legitimacy of the gift certificate and exchange the gift certificate for cash;

iii) ensure the appropriate ledger entries are made at each event to reflect the sales and redemptions of gift certificates; and

iv) comply with provincial legislation governing gift cards (*Fair Trading Act* – Gift Card Regulation);

c) gift certificates must be fully redeemable for cash;

d) facility licensee gift certificates may be awarded as an event prize or a door prize under the following conditions:

i) subsection 5.2.14 b) is complied with and records are kept current for the event;

ii) the prize (value of gift certificate) must be recorded as a bingo prize;

iii) gift certificates must be fully redeemable for cash, including at the event at which the certificate is awarded; and

iv) details regarding the awarding of gift certificates must be included in the facility licensee's rules of play.

VOID/ADJUSTED POS RECEIPTS (CARD SALES)

5.2.14 All void point of sale (POS) receipts from the sale of bingo cards must be handled as follows:

a) for each POS station, the bingo chairperson must verify and approve all receipts that were voided at the event by:

i) initialling the original receipt and the voided receipt;

ii) comparing the voided receipts with the EMS void report to ensure that they match; and

iii) signing the void report after it is reviewed, and immediately report any discrepancy between the voided receipts and the EMS void report to the hall advisor who will report the issue to the hall manager within 24 hours of the event;

b) the bingo chairperson must transfer the receipts and the void report to the hall advisor for verification and signature; and

c) the hall advisor will ensure that the original receipt(s), matching void receipt(s) and the EMS void report, are attached to the form Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (see Subsection 12.1.1).

5.2.15 Receipts requiring adjustment to return a portion of the product(s) purchased must be handled as follows:

a) the bingo chairperson must initial all receipts to be adjusted;

b) the original receipt and one copy of the adjusted receipt must be kept together and attached to the form Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation (see Subsection 12.1.1); and

c) a second copy of the adjusted receipt will be given to the customer to replace their original receipt as proof of purchase.

DROP-IN BINGO

5.2.16 Players of drop-in bingo must purchase an admission receipt entitling them to purchase bingo cards by individual regular game series/page or by special game series/page.

5.2.17 The licensed facility's rules of play must specify:

a) the drop-in price of each regular game series/page (one price level only) and each special game; and

b) at an event that offers drop-in sales only, the prize calculation for each game; or, if as part of an event's bingo program, how the prize portion of the drop-in sale will be added to the regular game and special game prizing in the bingo program.

5.2.18 The sale of regular game and special game bingo cards for drop-in bingo must be conducted as follows:

a) a separate regular game card inventory must be maintained for drop-in sales; this card inventory must have its own AGLC product code;

b) the regular game cards used for drop-in sales must be issued to the event by serial number;

c) regular game series cards must be sold by the page;

d) regular game cards may be sold to drop-in bingo players at the cash register or on the gaming floor; sales on the gaming floor must be conducted by gaming floor sellers;

e) the sales for each series of regular games must end before play of the series begin. The seller will cash in the sales for that series and the prize will be calculated and awarded as specified in the bingo program. The seller may then start card sales for the next regular game series;

f) special game card sales must end before play of the special game begins. Drop-in bingo sales will be added to the event sales for the special game and the prize calculated for each game prize as specified in the bingo program.

5.2.19 A full accounting of drop-in bingo card inventory and sales is required at each event according to Subsection 8.1.3.

a) before introducing drop-in bingo card sales to the bingo program, the facility licensee must submit to AGLC control forms and a description of how drop-in sales will be managed during the event and accounted for in the overall inventory, sales and reconciliation process.

SUBJECT: PRIZES

POLICY

5.3.1 Prize payouts must:

a) be structured in a manner that ensures the facility licensee and licensed charities comply with the gaming profitability requirements as set out in Section 8.3;

b) ensure special game payouts do not exceed 80 per cent of revenue from card sales, with the exception of at a special event or for a guaranteed prize; and

c) be monitored by the facility licensee and the hall manager on an ongoing basis to ensure compliance with the gaming profitability requirements as set out in Section 8.3.

5.3.2 The total event prize payout for the linked game must not exceed AGLC approved percentage payout related to the value of the cards that were sold for the linked game.

5.3.3 All cash prizes must be awarded in Canadian funds.

5.3.4 All prizes in the bingo program must be awarded.

5.3.5 "Seeding" means using revenue from the general sales of regular games and special games at an event to fund the prize of another bingo game or scheme.

a) facility licensees may seed the prize for any game or scheme in their approved bingo program except for the linked game;

b) the method of seeding of a game or scheme must be consistent from event to event repeating daily or weekly;

c) seeding of a prize must be recorded within EMS.

5.3.6 Players win only if they have the correct card pattern for the game of bingo and, in the case of a bingo scheme, if the correct bingo card pattern was completed as specified in the facility licensee's rules of play. A player with a valid winning card(s) must be paid a prize(s).

5.3.7 Prize payout schedules for regular games must be posted in the licensed facility for players to view and be calculated or prorated based on the $1 card.

a) all prizes must be calculated on the $1 card prize and adjusted proportionally up or down according to the number of valid winning bingo cards and/or the price of the card the player(s) is playing;

b) the facility licensee's rules of play must specify the minimum prize payout for each bingo card according to its price.

5.3.8 Both cash and non-cash bingo game or scheme prizes must be funded by event bingo card sales revenue. Non-cash bingo game prizes may be awarded as follows:

a) a rule of play must be established regarding any cash in lieu option and how, in this case, multiple winners are awarded prizes;

b) any restriction(s) on a non-cash prize(s) must be clearly stated in any advertising and also at the event at which the prize will be awarded;

c) when the retail value of a non-cash prize exceeds $5,000 independent written confirmation of the prize value must be kept with the event financial/inventory controls forms/package (e.g. an invoice from the supplier); and

d) for any trip prize, a copy of the travel agent's agreement and, if applicable, a copy of the agreement(s) with any other company, showing the details of the trip (such as the trip's value, any trip restrictions or conditions, whether the trip is transferable or refundable, etc.), must be kept with the event financial/inventory control forms/package.

5.3.9 Donated non-cash bingo game prizes may be awarded, however they:

a) must be separately identified on financial control forms; and

b) must not be donated or provided, in any manner, by facility licensees, registered gaming suppliers or facility landlords.

5.3.10 Acquisition of trip and merchandise prizes:

a) where a facility licensee, on behalf or as an agent for its member charities, purchases trips or other items to be used as bingo prizes and/or giveaways/promotions:

i) any and all awards earned or provided to the facility licensee for purchasing the bonus items, trips or rewards must be applied by the facility licensee toward event prizes or giveaways/promotions; and

ii) the facility licensee must pay the supplier/vendor directly by cheque from the facility licensee's expense operating account for the cost of the trips or other items the facility licensee has purchased. The facility licensee must not reimburse a third party for the cost of the trips etc.;

b) the bingo association may pay for the trip and merchandise prizes through the use of a bingo association credit card as follows:

i) the credit card must be issued in the name of the bingo association as the account/agreement holder and jointly with an authorized individual (e.g., Star Choice Bingo Association – Bob Brown);

ii) on a monthly basis, the bingo association treasurer must verify purchases and ensure that invoices or receipts confirm all purchases; and

iii) air miles or other rewards earned as a result of credit card purchases are the property of the bingo association or its members and must be used for the benefit of the licensed charities in the conducting of their events.

5.3.11 Details about door prizes must be included in the rules of play. Door prizes must be awarded at the event to players as follows:

a) cash or a facility licensee gift certificate (see Subsection 5.2.13) may be awarded as a door prize (no event maximum). The total cost value of the gift certificate(s) is considered a bingo prize, and must be recorded as a prize payout at the event; or

b) merchandise items such as bingo bags, ink daubers, stuffed figurines, t-shirts, coffee mugs, etc. may be awarded as door prizes. The total cost value of these items awarded at any event must not exceed the lesser of $200, or $30 per portion of 100 players attending the event. The total cost value must be recorded as a prize payout amount tied to the regular game; and

c) the door prizes described in Subsections 5.3.11 a) and b) must be awarded by randomly drawing from cash register receipt numbers or theatre-type tickets that were provided to players at the time of purchase of regular game cards for the event.

5.3.12 Provisions related to other types of promotions (e.g., merchandise, player rewards, etc.) conducted by the facility licensee on behalf of or as an agent for its member groups are specified in Section 8.4 – Advertising and Promotions.

SUBJECT: RULES OF PLAY

POLICY

5.4.1 This section contains the requirements on rules of play, including:

a) AGLC standard rules of play, which apply to all facility licensees; and

b) facility licensee rules of play, which govern the specific bingo program of a licensed facility.

AGLC STANDARD RULES OF PLAY

5.4.2 Only bingo games using the following format will be licensed:

a) a ball is randomly selected from 75 ping pong type balls. Each ball is printed with a letter from the word BINGO, and a number from “1" to “75" as follows:

B	I	N	G	O
1 to 15	16 to 30	31 to 45	46 to 60	61 to 75

b) one additional bingo ball may be added to the blower for the purpose of conducting fireball schemes. The addition of this ball must be approved by AGLC and comply with Subsection 5.1.15.

5.4.3 If included in the bingo program, the linked game must be operated according to these policies and the approved operations manual for the linked bingo game.

5.4.4 Before an event begins the caller, bingo chairperson or paymaster, and a player must check the bingo equipment to ensure:

a) the bingo equipment is operating properly;

i) the bingo blower must be fully functioning during all events; the manual drawing of balls from the bingo blower is strictly prohibited;

b) all 75 bingo balls are in play; and

c) none of the bingo balls is a duplicate ball.

5.4.5 Only players in attendance at the event may participate in the bingo program.

5.4.6 Only players with proof of admission may play. Proof of admission must be visible at all times. The facility licensee or licensed charity may request this proof before allowing a player to continue to play or to claim a prize.

5.4.7 Only cards bought or issued at the event may be played. An exception is allowed for cards awarded by the licensed charity to players at the event.

5.4.8 Before a game is played, the caller must announce the type of game being played. For special games, the key rules of play must also be announced.

5.4.9 To call a ball, the caller must:

a) turn the ball in the cradle/chute to clearly display the letter-number combination on the TV monitors;

b) announce the letter and number on the ball;

c) then remove the ball from the cradle/chute and place it into the corresponding hole in the ball pocket tray; and

d) in the exceptional circumstance where video equipment is inoperable or cannot be used, clearly display the letter-number combination on the ball to players. (Also see Subsection 5.4.11.)

5.4.10 A ball is considered “called” when the complete letter and number combination of the ball has been announced by the caller. If there is a dispute regarding balls called, the master board (ball pocket tray) in front of the caller shall prevail. The flashboards are an aid to the game and are not an official record of the numbers called.

5.4.11 In the exceptional circumstance where a pre-call of numbers occurs for a game that could not be video/audio recorded (e.g., due to power or equipment failure):

a) a volunteer worker must be present on the stage to verify the letter and number of each ball as it is drawn and called;

b) the volunteer will complete a Ball Verification Sheet as the balls are called, which must be kept as part of the event records; and

c) the caller must sign the Ball Verification Sheet to certify it is correct.

5.4.12 A new ball must not be drawn from the cradle/chute until:

a) the previous ball has been called; and

b) the called ball has been placed in its corresponding hole in the ball pocket tray.

5.4.13 The licensed facility's house rules or its rules of play must not require that players have the last number called to win a prize for a bingo game or bingo scheme. That is, a player may declare bingo for a winning pattern after other numbers have been called during the game in play. Exceptions to this rule may exist for progressive bingo games and schemes (See Subsections 5.1.10 h) and i).

5.4.14 When a bingo is declared, the caller must:

a) stop play by announcing a bingo has been declared and that no more numbers will be called;

b) where the blower is turned off to verify a bingo, the ball next in line in the cradle/chute (i.e., the next number to be called) must remain there and be the next number called;

c) announce the type of game being checked;

d) announce the number of bingos recognized, their approximate location in the hall, and ask (the first time) if there are any other bingos;

e) ask (a second time) whether there are any more bingos and pause (at least three to four seconds) to recognize any;

f) announce the number of bingos which have been recognized, state that only these bingos are eligible for prizes, and that the game is closed; and

g) where there is a discrepancy on a declared bingo, and the player's eligibility to win depends upon the number of balls called, the caller must, with the assistance of a neutral player

or licensed charity volunteer, count the number of balls in the ball pocket tray to verify that the number of balls in the ball pocket tray match the number of balls displayed on the flashboard as being called:

i) if the number of balls in the ball pocket tray match the number of balls displayed on the flashboard and are within the required number of balls to win the specified prize, the prize will be awarded to the winner(s); and

ii) if the number of balls in the ball pocket tray does not match the number of balls displayed on the flashboard and required to win the prize, the player(s) must be given the option to verify the number of balls in the ball pocket tray, which must prevail in determining whether or not a prize has been won.

5.4.15 All paper and e-dauber bingos must be verified through the EMS verification module. The verification call-back process must be conducted as follows:

a) Seller/Checker:

i) identifies the declared bingo(s) to the caller;

ii) for paper regular games, must verbally give the caller the card number(s), and card colour or level;

iii) for paper special games, the seller/checker must verbally give the caller the card face number(s); and

iv) for e-dauber cards, must verbally give the caller the card face number(s);

b) the caller must enter the card number(s) into the verifier so that the card face(s) may be displayed on the TV monitors; and

c) all verified bingo cards must be displayed on the TV monitors for at least three seconds for players to view.

5.4.16 In the exceptional circumstance where the EMS verification module cannot be used (e.g. due to an equipment failure), a manual call back must take place. The verification procedures to be used must be identified in the facility licensee's house rules. The procedures must include:

a) for all paper games, the checker must provide the caller with the colour and series number of the bingo card, then take the bingo card and put it in front of a player at another table who will assist in verifying that the numbers called back by the caller form the winning pattern on the player's card, thereby validating the declared bingo;

b) for all e-dauber games, the checker will provide the caller with the card pay level as indicated on the e-dauber card and then, assisted by a neutral player (at the location of the e-dauber unit), will verify that the numbers called back by the caller form the winning pattern on the player's e-dauber bingo card face, thereby validating the e-dauber bingo; and

c) if the prize value of the game exceeds $500 or where there is a pre-call, the bingo card(s) must be checked against the master book by the bingo chairperson, paymaster or a hall advisor or assistant hall advisor.

5.4.17 The series number must be visible and readable on a declared winning paper card or the bingo must be rejected.

5.4.18 For any game in which the single bingo prize is $500 or more (see Subsection 5.4.16 e)) the seller/checker must take the paper card(s) to the caller's station or the cash cage for verification by the caller or hall advisor. The caller/hall advisor must inspect the card(s) for any obvious signs of tampering and/or alterations prior to the prize being awarded.

5.4.19 For all progressive games, when the progressive prize is won and eligibility of the winner(s) confirmed, the bingo chairperson (or designate) must present the cheque and/or cash representing the progressive prize to the winner(s); if the prize is cash, then it must be physically counted in front of the winner. The winner(s) must be required to sign (provide their signature and print their name, address and phone number) on the progressive prize pool control

sheet or on a separate receipt confirming the winning player(s) has received the prize. The event advisor must also ensure that, if a cheque with the prize amount is awarded, the cheque number and amount are recorded on the progressive prize pool control sheet.

5.4.20 Cards may be used for a single game, or for two or more successive games in a series.

a) called balls must remain in the ball pocket tray until the final game in a series is completed; and

b) after all bingos are checked and verified, the caller must clearly state that the game series is closed, and return the balls to the blower.

5.4.21 Declaration of bingo:

a) it is a player's responsibility to make himself or herself heard by the caller to stop the game;

b) when a caller stops the game, the caller will acknowledge the player's or players' bingo(s) and call for further bingos as described in Subsection 5.4.14. When the number of winners eligible for prizes is announced, the caller will declare the game closed and proceed to verify the declared bingo(s) as stated in Subsections 5.4.14 to 5.4.19; and

c) if a player declared a bingo and the bingo was determined not to be a valid bingo, the caller must re-open the game and, prior to calling another number, ask if any other player has a bingo to declare. This includes a player whose bingo may have been initially disqualified due to a late declaring of their bingo.

5.4.22 Two of the most common issues that arise during the process of declaring a bingo are described here, with resolutions:

a) Issue: the caller did not acknowledge a declared bingo because he or she could not hear the player declare the bingo and proceeded to call another number.

Resolution: the next number called is valid. The player who had a bingo on the previous number may declare bingo again (the last number not required). However, the player may have to share the prize if another player declared a bingo on the next number which was called.

b) Issue: multiple bingos were declared, an usher is standing beside each player, and for some reason the caller did not acknowledge one of the bingos.

Resolution: the caller must clarify with the usher and other players in the vicinity whether the player's bingo was declared on time or was late. Once clarified, the caller must refer and explain the matter to the bingo chairperson, who must decide (in consultation with the advisor) whether the player will receive a portion of the prize.

Note: If a complaint is registered with AGLC regarding a bingo chairperson's decision about a declared bingo, that decision may be subject to review by AGLC. If it is determined that the complaint is valid, the facility licensee, on behalf of the licensed charity, must pay the player the amount owing as directed by AGLC.

FACILITY LICENSEE RULES OF PLAY

5.4.23 The facility licensee must establish and maintain rules of play governing the bingo program it has established for licensed charities, including bingo games, schemes, door prizes and promotions.

a) the facility rules of play must be:

i) consistent with these policies;

ii) always kept current; and

iii) posted in the facility for convenient viewing by players;

b) any additions or revisions to the rules of play must be submitted to AGLC in compliance with the specific requirements set out in Bingo Rules of Play and House Rules Notification and Approval Requirements, posted on BIN; and

c) in order to ensure compliance with the Commercial Bingo Handbook, AGLC may require amendments be made to submitted rules of play.

5.4.24 Facility licensee rules of play must address, but are not limited to, the following:

a) listing of the regular games played during the event, including game payouts (per game) and minimum and maximum pay levels;

b) detailed explanation of how each special game is played (i.e., number of game parts played within the special game, rule(s) of the game, procedure for multiple winners including, where applicable, minimum payouts, and the prize breakdown);

c) where applicable, whether each game is available on paper, on e-daubers, or both;

d) rules that govern the operation of e-daubers and play using e-daubers, if applicable;

e) for all games with consolation prizes or pre-call games:

   i) whether another number has to be called prior to the game card pattern being recognized, if the game card pattern was not declared within the pre-call (e.g., a 49th number has to be called prior to recognizing a full card, if the full card was not declared within the 48 number pre-call);

   ii) when a late bingo is called on any game involving a consolation prize, whether the player can receive the consolation prize without another number being called;

   iii) how the main prize and consolation prize are calculated when it appears the consolation prize will be of higher value than the main prize;

   iv) on any pre-call game, if the pre-call game was not won during the pre-call, whether any other numbers have to be called before the game can be won;

   v) if bingo is declared during the bonanza pre-call, rules of play must specify what happens to unmarked sealed cards from the first bonanza. This may include allowing five to ten minutes for players to mark their cards for the consolation prize or to offer a refund on any unmarked cards; and

   vi) for special events, which may include guaranteed prize payouts, establish alternate rules of play;

f) the card prices and colours of regular games and special games;

g) minimum payout amounts for each regular or special games card price;

h) details on discount pricing and package pricing;

i) details regarding partial event sales, including:

   i) how the event will be divided;

   ii) whether existing players can purchase additional cards and/or schemes for the portion of the event being played; if so, how their original receipt is handled and how the Loonie Pot scheme participation may be affected; and

   iii) the price of partial event cards and which regular games, special games and other prize schemes that the partial event patrons are eligible to play;

j) details on the linked game, if offered;

k) specify how partial event sales will be calculated into the overall regular game prize payout;

l) requirements for valid bingos, procedure to verify bingos, and the formula or method by which multiple winners are awarded both cash and non-cash prizes;

m) whether or not two games can be won at the same time, or does another number have to be called prior to the second game being recognized (keeping in mind the affect these rules may have on the Loonie Pot scheme or progressive games);

n) whether or not games can be won out of order (keeping in mind the affect these rules may have on the Loonie Pot scheme or progressive games);

o) how merchandise or non-cash prizes are awarded in the case of multiple winners and if any cash in lieu option exists on merchandise prizes;

p) details on door prize draws or other giveaways and promotions;

q) details on Loonie Pot/Pot of Gold schemes and other schemes connected to the game of bingo (e.g., King Queen, Gold Ball,

Lucky Number, Player of the Event, other prize(s) connected to a bingo game/scheme, second element of chance games, etc.);

r) rules of play for the progressive game or scheme must be approved by AGLC prior to being implemented and address the following:

   i) price of cards or cost to participate;

   ii) details on how the bingo game/scheme is played and how the prize will be awarded;

   iii) prize payout including a breakdown of the event payout between the progressive contribution and the main/consolation prize (if applicable);

   iv) details on how the prize pool progresses (e.g., evening to evening, afternoon to afternoon, afternoon to evening);

   v) details on capping of the prize pool(s) (see Subsection 5.1.10 b)) and on the method of playing off the main pool once the cap is reached; and

   vi) normal course of play for bingo games and schemes versus playoffs or playoff days (including whether playoffs or playoff days may differ from the normal course of play and how they may differ);

s) the drop-in bingo price of each regular game series or per page (one price level only) and of each special game; and prize calculation for each game or how the prize portion of the drop-in sale will be added to the regular game and special game prize structures in the approved bingo program;

t) details on free games (see Subsection 5.2.7); and

u) details on the distribution of free cards (see Subsections 5.2.8 and 5.2.9).

SUBJECT: FACILITY LICENSEE HOUSE RULES

POLICY

5.5.1 The facility licensee must establish and maintain house rules that are consistent with these policies to govern the operation of the bingo facility and the licensed charities' events.

5.5.2 The facility licensee's house rules must always be kept current and posted in the facility for convenient viewing by players.

5.5.3 Any additions or revisions to house rules must be submitted to AGLC in compliance with the specific requirements set out in Bingo Rules of Play and House Rules – Notification and Approval Requirements, posted on BIN.

5.5.4 In order to ensure compliance with the Commercial Bingo Handbook, AGLC may require amendments be made to submitted rules of play.

5.5.5 The facility licensee must have house rules regarding, but not limited to, the following:

a) what time the doors and cashiers open, and what time the early birds and regular games start;

b) age limit for paid staff, concession staff and volunteers to be in the licensed facility considering whether:

i) the licensed facility offers only paper bingo cards (minors allowed);

ii) the licensed facility offers paper cards and KENO (minors allowed); or

iii) the licensed facility offers paper cards and e-daubers (no minors allowed, minimum age is 18 years);

c) minimum purchase of regular game cards;

d) minimum account play deposit required (if applicable) for play using an e-dauber;

e) that receipts or bingo cards are not transferable from one player to another player;

f) what time the attendance reading is taken to determine regular game payouts and the time at which attendance prize payout will be announced by the caller before starting regular games;

g) that players may not claim a prize for any game or scheme without a valid cash register event or admission receipt;

h) the policy regarding players caught playing more cards than they paid for;

i) that only cards issued by the licensed facility are eligible to be played and be recognized for prizes;

j) the games that drop-in players and players playing a portion of the event are eligible to play;

k) the policy on players playing the wrong series or colour of cards;

l) how bingos are verified;

m) how cards for the visually impaired (Braille bingo cards) are sold and verified;

n) the policy regarding exchange and/or refund of bingo cards (e.g., for cancelled events, low attendance, equipment malfunction, etc.);

o) the policy on workers and/or volunteers playing bingo cards (paper or on e-dauber) for a player temporarily absent;

p) the policy on players found cheating;

q) house rules applicable to the use of e-daubers;

r) days of operation;

s) number and types of events per day;

t) hours of operation for each event; and

u) the policy on volunteers and registered gaming workers playing bingo in the licensed facility, in compliance with Subsections 4.6.2 d) and 4.6.3 c).

SUBJECT: LINKED BINGO

POLICY

5.6.1 The linked bingo game must be played in conjunction with a bingo licence.

5.6.2 Players must be 18 years of age or older to purchase or play linked bingo game cards or to be awarded a linked bingo game prize.

5.6.3 One linked bingo game, conducted and managed under a charitable bingo licence, is allowed per event.

5.6.4 Linked bingo game cards must be sealed (folded and glued), separate from all other bingo game cards, and approved by AGLC.

5.6.5 Subject to AGLC approval, linked bingo games may be offered on e-daubers. In this case, linked bingo games require an e-dauber perm that is separate from the regular paper perm in the licensed facility, to avoid duplicating cards; and all perms (e-dauber and regular paper) must be randomly distributed among participating licensed facilities.

5.6.6 A specific set of rules of play must be approved by AGLC and posted for the linked bingo game; these rules of play cannot be changed by any single participating facility licensee or licensed charity.

5.6.7 The total amount allocated for the linked bingo game's prize payout structure at each event must not exceed the percentage approved by AGLC.

5.6.8 Changes to the prize payout structure of the linked bingo game must be submitted for review and approval by AGLC prior to being implemented.

5.6.9 The expense structure of the linked bingo game must be submitted to AGLC for approval and will be considered with a view to maximizing charitable benefit.

5.6.10 The main prize and any consolation prize(s) of the linked bingo game must not progress from event to event. Any other progressive prize pool must be approved by AGLC before being implemented.

5.6.11 Any changes to the approved operating procedures of the game, to its rules of play, its game format or expense structure must be submitted for review and approval by AGLC before being implemented.

5.6.12 The licensed charities of a bingo association must pool linked bingo game proceeds according to the approved pool agreement. Pooled funds will be managed as outlined in Subsection 8.1.6.

5.6.13 Inventory/financial control systems for the linked bingo game must meet the requirements specified and approved by AGLC.

SUBJECT: GENERAL

POLICY

6.1.1 This section applies only to the sale of pull tickets in a licensed bingo facility. This section does not apply to pull ticket licences which are regulated under the Pull Ticket Terms & Conditions (Form 5430).

6.1.2 The sale of pull tickets is a form of charitable gaming in Alberta that may only be conducted and managed by charitable or religious organizations licensed by AGLC.

6.1.3 A pull ticket licence will normally be issued to the licensed charities of a bingo association for a period of two years. The licence period of the pull ticket licence normally corresponds to the period of the licensed charities' bingo licences.

6.1.4 A bingo association may submit a pull ticket application on behalf of or as an agent of its licensed charities for the purpose of selling pull tickets during their bingo events. A single licence is issued in the name of all licensed charities conducting pull ticket sales in the licensed facility.

6.1.5 *(Deleted Nov 2020)*

6.1.6 An individual must be at least eighteen years of age to purchase or play a pull ticket, or to be awarded a pull ticket prize.

6.1.7 Pull tickets must not be:

a) awarded as bingo giveaway/promotional items;

b) used as bingo prizes;

c) offered at a discounted price; or

d) used as a raffle scheme.

6.1.8 The daily administration of pull ticket sales within a licensed facility must be the responsibility of a pull ticket manager approved by AGLC. The pull ticket manager will be under the direction of the executive of the bingo association. *(Amended Nov 2020)*

a) the facility licensee must submit the name of an individual, to be approved by AGLC, who will be designated as the pull ticket manager and may:

i) assign the day to day pull ticket administrative duties to the hall manager, resulting in a combined hall

manager/pull ticket manager position (a combined position description is required); or

ii) create a separate pull ticket manager position (part-time), and assign the day-to-day pull ticket administrative duties to this position (a separate position description is required).

6.1.9 The individual paid in this position must be registered with AGLC as a pull ticket manager (see Section 4.4).

6.1.10 The facility licensee must designate an individual to act as the alternate pull ticket manager to cover periods of absence of the approved pull ticket manager. The name of the alternate pull ticket manager must be provided to AGLC.

SUBJECT: COMPLYING WITH THE PULL TICKET LICENCE

POLICY

6.2.1 Pull tickets must be sold according to the pull ticket licence specifications and any special conditions required by AGLC (an amendment to a licence approved by AGLC may show changes from the original pull ticket licence application).

6.2.2 Pull ticket licence amendments must be submitted in writing by the pull ticket licensee, through the elected executive of the association, to AGLC for approval.

6.2.3 The facility licensee must pay all winning tickets. A notice must be displayed stating that winning tickets will be paid only if the facility licensee can identify that it has sold the unit from which the winning ticket was drawn.

6.2.4 Pull tickets to be sold in the facility must be purchased from a registered gaming supplier and provided or supplied to licensed charities by the facility licensee.

6.2.5 Rules of play:

a) The facility licensee must establish and submit rules of play governing pull ticket sales. The rules of play must comply with these policies. Both the pull ticket licence and rules of play must be displayed at the sales area(s) in the licensed facility;

b) the following are required rules of play and must be posted in the licensed facility for convenient viewing by players:

i) no person under the age of 18 years may purchase or play pull tickets or be awarded a pull ticket prize. Picture identification must be requested and provided as proof of age;

ii) pull tickets must be purchased with cash only. Cashing cheques of players or extending credit to players is not allowed.

iii) pull ticket sellers are not permitted to purchase pull tickets, play bingo or participate in KENO during any event at which they are working as sellers;

iv) the pull ticket unit's status, including the number of major winners, must not be disclosed to anyone;

v) winning pull tickets will be redeemed only if identifiable with a specific unit sold in the licensed facility;

vi) how bingo event hold tickets are handled if they are sold but the hold game ticket cannot be played (e.g., due to event cancellation, equipment malfunction, etc.). For example, refund money for hold tickets or use the sealed card option to award the prize;

vii) players must not draw or pick their own pull ticket(s) from pull ticket containers;

viii) all disputes will be resolved by the pull ticket manager or his/her alternate. Any unresolved disputes may be referred to AGLC. See Section 1.6 for contact information; and

ix) the location in the licensed facility where the seal card prize board or the bingo event ticket game card indicating the prize option chosen will be displayed (see Subsections 6.4.4 e) and 6.4.6 e)).

Anyone found, or suspected of, cheating with pull tickets or misappropriating ticket revenue or proceeds will be investigated by AGLC.

SUBJECT: TICKET REQUIREMENTS

POLICY

6.3.1 All pull ticket units must be purchased from a registered gaming supplier (see also Subsection 6.6.5) as follows:

a) the supplier(s) shall be named and approved on the licence; and

b) any change(s) to a supplier named on the licence must be submitted in writing and be approved by AGLC prior to the change(s) being made.

6.3.2 Only pull tickets and pull ticket units that meet the following standards are approved for sale:

a) individual pull tickets:

i) the number(s) or symbol(s) under the ticket windows must be concealed;

ii) the concealed number(s) or symbol(s) cannot be seen when using a light source;

iii) ticket windows cannot and must not be previewed;

iv) there can be no difference in outer appearance between winning and non-winning tickets (i.e., before the windows are opened by a player to reveal symbol, letter or number configurations). For example, there must be no difference in the colour quality, edge shear marking, graphic marking of the pull tickets, or any other physical difference; and

v) an individual winning pull ticket must not have a prize value exceeding $1,000.

b) pull ticket units:

i) winning pull tickets must be randomly seeded in each unit;

ii) each unit must be packaged to prevent tampering;

iii) all tickets of an approved unit must be contained in heat sealed box(es) or bags;

iv) all pull tickets in a unit must have a serial number that is unique from the serial number of any other unit; and

v) there must be no more than 10,000 tickets in a pull ticket unit.

SUBJECT: SALES

POLICY

6.4.1 The types of pull tickets sold in a licensed facility must be approved by AGLC.

6.4.2 Pull ticket units with a “seal card” feature ("seal card units") or a “bingo event ticket” feature (“bingo event tickets”) may be sold in licensed bingo facilities.

a) a seal card game is a pull ticket game featuring tickets that give players a chance to win a prize or prizes by removing a window from the pull ticket to reveal a specified winning symbol;

b) a bingo event ticket game is a pull ticket game in which the bingo ball symbol or symbols on a winning pull ticket matches a specified number or numbers drawn and called by the caller during a licensed bingo event;

c) some games include pull tickets bearing bingo ball symbols and that have the option of using bingo balls called during the course of a licensed bingo event or of removing the window covering(s) from a seal card to reveal matching bingo ball symbols, to determine the winner of a prize.

i) where the option chosen is of opening the window covering(s) on a seal card to determine the winner, the game must be considered a seal card game; and

ii) where the option chosen is of using bingo balls called during a bingo game to determine the winner, the game must be considered a bingo event ticket game;

d) the facility licensee must select one option (either that described in Subsection 6.4.2 c) i) or ii)) and ensure that the option selected is prominently displayed on the bingo event ticket game card or seal card prize board (recorded in permanent ink) and announced in a manner audible to all players prior to the start of pull ticket sales.

SEAL CARD UNITS

6.4.3 In addition to the requirements in Subsections 6.3.2 and 6.4.2, seal card units and the seal card pull tickets within the unit must comply with the following:

a) there must be one or more sealed windows on the pull ticket containing the symbol, letter or number corresponding to the symbol, letter or number on the seal card prize board;

b) there must be a place on the seal card prize board (front or back) for the player's name, address and telephone number to be entered beside the symbol, letter or number that matches the symbol, letter or number appearing in the open window of the player's pull ticket; and

c) the dollar value of the prize for each pull ticket window must be indicated on the seal card prize board.

6.4.4 Sales of seal card units must comply with the following:

a) to ensure the sellout of the unit during the bingo event, the size of the seal card unit(s) must be ordered according to the forecasted sales level for the bingo event;

b) new seal card units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo event. Opening and pre-bundling of pull tickets is permitted in accordance with Section 8.1.3 a) iv) to vii);

c) new seal card units must be a different colour and serial number than the previously sold unit;

d) co-mingling of seal card units is not allowed;

e) the seal card prize board must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the rules of play. Where the facility licensee has the option to choose between one or more prize structures, the facility licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the seal card prize board. The facility licensee must ensure that the prize option chosen is prominently displayed on the card and is announced in a manner audible to all players present prior to the start of pull ticket sales;

f) names, addresses and phone numbers of holders of pull tickets which contain the matching pre-designated symbols, letters or numbers on the seal card pull ticket may be printed on the appropriate line, next to that symbol, letter or number on the seal card prize board (front or back).

Note: In the exceptional circumstance in which an entire seal card unit is not sold at the bingo event, the facility licensee must announce to pull ticket players that they must print their contact information on the seal card prize board. The rules of play must advise players of this as well;

g) the facility licensee is responsible for obtaining sufficient information (name, address and telephone number) to locate the winner(s) if the winner(s) is not present when the winning seal(s) on the seal card prize board is revealed;

h) the seal(s) may be removed to reveal the prize(s) and winning line(s) when:

i) all pull tickets from the unit have been sold; or

ii) all pull tickets required to complete the prize board are sold and all tickets with a prize value over $5 appear to have been sold. The facility licensee is to follow the procedures described in Subsection 6.4.4 a) and b) to ensure all prize board tickets are sold during the bingo event;

i) the seal(s) must be revealed in the presence of the bingo chairperson and hall advisor or assistant advisor. The individuals will sign and date the seal card prize board. The seal card prize board must form part of the facility licensee's pull-ticket records and must be retained; and *(Amended Nov 2020)*

j) if the winner(s) cannot be determined or located within seven days of the seal(s) being revealed on the seal card prize board window, a discrepancy report must be submitted to AGLC, with the facility licensee's recommendation for disposition of the prize.

BINGO EVENT TICKET UNITS

6.4.5 In addition to the requirements in Subsection 6.3.2, bingo event ticket units must:

a) contain instant-winning break open tickets;

b) contain tickets that feature a symbol or symbols matching one or more of the 75 bingo balls (hold card) used to determine the winner of the bingo event ticket game;

c) contain a game card used to identify bingo event pull ticket(s) that are eligible for the bingo event ticket game prize(s), here referred to as a "bingo event ticket game card." The bingo event ticket game card must indicate the dollar value of the prize(s) available; and

d) be structured to comply with a 75 number bingo ball set.

6.4.6 Sales of bingo event ticket units must comply with the following:

a) to ensure the sellout of the unit during the bingo event, the size of the bingo event ticket unit(s) must be ordered according to the forecasted sales level for the bingo event;

b) new bingo event ticket units must not be opened for sale unless there is a reasonable expectation that the unit will be sold out during the bingo event. Opening and pre-bundling of pull tickets is permitted in accordance with Section 8.1.3 a) iv) to vii);

c) new bingo event ticket units must be of a different colour and serial number from the previously sold unit;

d) co-mingling of bingo event ticket units is not allowed;

e) the bingo event ticket game card provided with the unit of tickets must be conspicuously posted in full view of the players and secured at the location where the game is conducted, as specified in the rules of play. Where the facility licensee has the option to choose between one or more prize structures, the facility licensee, prior to the start of ticket sales, must record the prize option chosen in permanent ink on the bingo event ticket game card. The facility licensee must ensure that the option chosen is prominently displayed on the card and

announced in a manner audible to all players present prior to the start of pull ticket sales;

f) names, addresses and phone numbers of holders of hold cards may be printed on the appropriate line next to that number(s) on the bingo event ticket game card provided with the unit of pull tickets (front or back). The licensee is responsible for obtaining sufficient information (name, address and telephone number) to locate the winner(s) if the winner(s) is not present when the bingo game completing the bingo event ticket draw is completed;

g) the bingo event ticket game may be played when:

i) all tickets from the unit have been sold (more than one bingo event ticket unit may be played per bingo game series, however, each unit should be of a different type of bingo event ticket or, if the same type of bingo event ticket, must be of a different colour and series number); or

ii) in the exceptional circumstance where a unit was not completely sold out and the end of the bingo event is near:

- for bingo event ticket units utilizing hold tickets containing a single bingo ball: the bingo event ticket game prize must be awarded pursuant to the method chosen by the facility licensee as described in Subsection 6.4.6 h) i). If there is no winner using this method, the facility licensee must draw an additional ball (which may or may not be needed in a licensed bingo game) to determine a winner. This procedure must be repeated until there is a winner; and

- for bingo event ticket units utilizing hold tickets that require patrons to cover a pre-determined pattern, the licensee must award the bingo event game prize pursuant to the procedures described in Subsection 6.4.6 h) ii);

h) bingo event ticket game prizes must be awarded using one of the following methods:

i) the prize is awarded to the player(s) holding the ticket bearing the bingo ball symbols matching the number called at a particular time or sequence in the bingo game, e.g., the first number called, the 15th number called, or the last number used to complete the winning pattern, etc. The method used to determine the winner(s) of the bingo event ticket game prize(s) must be clearly identified on the bingo event ticket game card; or

ii) the prize is awarded to the first player(s) to daub a pre-determined pattern of bingo ball symbols appearing on the player's bingo event ticket. The licensee must verify, at the time a player claims to have won and before the prize is paid out, that the numbers covered on the bingo event ticket are of a winning arrangement. It may be possible to have multiple winners if a person declares a late win on the bingo event ticket game. Multiple winners must split the prize. Facility licensees must not require winners to have the last number called on their bingo event game ticket.

Note: The bingo caller must close bingo event ticket games using the procedures outlined in Section 5.4.14. In the case of a player complaint regarding the closure of a bingo event ticket game, AGLC will rule in favour of the player if these procedures are not followed;

i) the winning bingo ball(s) and the bingo game series in which the bingo event ticket unit was played (e.g. regular game series 5) must be recorded on the bingo event ticket game card provided with the unit of tickets and the bingo chairperson and hall advisor must sign and date the bingo event ticket game card acknowledging their agreement that the number(s) recorded on the card are correct. The bingo event ticket game card must form part of the facility licensee's pull-ticket records and must be retained for a period of two years after the pull ticket licence expires; and *(Amended Nov 2020)*

j) if the winner(s) cannot be determined or located within seven days of the bingo event ticket game being played, a discrepancy report must be submitted to AGLC, with the facility licensee's recommendation for disposition of the prize.

6.4.7 The facility licensee may:

a) sell a maximum of four types of traditional pull ticket units (as defined in Subsection 6.3.2), and one type of seal card unit at any one time (as defined in Subsection 6.4.2); and

b) in compliance with Subsections 6.4.6 b) and c), sell more than one type of bingo event ticket during a bingo event.

6.4.8 Pull ticket sales must be conducted either by:

a) a paid pull ticket seller(s); or

b) a volunteer seller(s). The hall advisor or assistant advisor, acting as a pull ticket controller, must issue tickets to volunteer seller(s) in the same manner the special game controller issues cards to special game sellers.

6.4.9 *(Deleted Nov 2020)*

6.4.10 The facility licensee must provide each pull ticket seller with an initial float to accommodate unit sales. The float must be balanced each time revenue (specified unit gross amount) from the sale of one unit is turned over to the bingo chairperson. The float will be retained by the seller to continue sales.

6.4.11 Each pull ticket unit must have a separate container. A pull ticket seller may conduct sales using an apron or from a booth.

a) in the case of sales using an apron, a maximum of two types of units per seller may be sold at the same time. Where the seller is a volunteer, each type of ticket issued from the hall advisor or assistant advisor must be kept in separate pockets in the seller's apron; and

b) in the case of sales from a booth, each pull ticket unit sold at the booth must be secured within its own (separate) container.

6.4.12 Provided the licensed charity is present:

a) pull ticket sales may commence one hour prior to the start of the first bingo event of the day; and

b) sales and payment of winning tickets may continue for a period not exceeding one hour after the end of the last bingo event of the day.

Note: Any proposed amendments to the hours of pull ticket sales as stated on the licence must be submitted in writing to AGLC and approved by AGLC before the facility licensee may make any changes to the hours of sales.

6.4.13 Pull ticket sales must be restricted to the approved areas within the licensed facility.

6.4.14 Pull tickets (as defined in Subsection 6.3.2) must be sold within the floor area in which bingo is played or, with prior approval of AGLC and as stipulated on the licence, from an alternate location within the licensed premises other than the concession or merchandise booth. Sales must occur as follows:

a) using a container(s) (see Subsection 6.4.16) situated at a table or booth; and/or

b) using a portable pull ticket sales cart. Portable carts must:

i) provide a high security (lockable) cash drawer(s) with easy access by the seller;

ii) provide secure storage for additional pull ticket units; and

iii) accommodate pull ticket container(s) as described in Subsection 6.4.16.

Note: Containers may need to be removable due to rotation of sellers;

c) in the case of floor sellers, sales must occur using an apron which has separate pockets to accommodate each type of ticket being sold (maximum of two types), a cash float, and the winning tickets which have been cashed in; and

d) sellers must distribute tickets to patrons; patrons must not draw or pick their own ticket(s) from the pull ticket container or apron.

6.4.15 Pull ticket sales from a lottery booth as an alternate location, according to Subsection 6.4.14, are subject to the following:

a) the sales must be conducted by a registered gaming worker;

b) the monies for or from the pull ticket sales must be kept separate from monies for or from lottery ticket sales; and

c) no portion of the lottery booth will be included in the gaming floor or gaming expense allocations.

6.4.16 With traditional pull ticket units (except where tickets are pre-bundled), paid sellers must, in view of the public, empty each type of unit into a separate approved container and thoroughly mix the tickets. All sales must be made from the container, which:

a) is clear and hard sided;

b) is equipped with security locks;

c) permits open viewing by buyers; and

d) can hold at least one unit of pull tickets.

6.4.17 Paid pull ticket sellers must not buy pull tickets at any licensed facility at which they are employed.

6.4.18 Pull ticket sellers, other paid staff and volunteers must not reveal information on a pull ticket unit's status (e.g., its sales, prizes paid out, number of tickets remaining, etc.) to any individual.

6.4.19 If the facility licensee wishes to change the type, colour or number of tickets per unit being sold, the pull ticket container must be sold out completely or as close to being sold out as possible before changing the unit (see Subsections 6.4.4 h), 6.4.6 g) and 6.10.2)).

6.4.20 Sellers must permanently deface all winning tickets of a value of $5 and over, once the prize has been paid. It is recommended that a black marker or hole punch be used to deface winning tickets.

6.4.21 Winning tickets with a value of $5 and over must be retained until the pull ticket unit is reconciled or the unit is removed from sale at the discretion of the pull ticket manager.

a) if there are no major discrepancies in the reconciliation (defined as total shortage exceeding $100 per unit deposited), the winning tickets may then be destroyed; and

b) if major shortages appear, winning tickets must be retained and the pull ticket manager must immediately report the shortages to AGLC.

6.4.22 When a unit is sold out, the paid seller, hall advisor or assistant advisor must count the total cash received, remove the amount of the float (witnessed and verified by the bingo chairperson), and record any pull ticket unit shortage or overage amount. The cash, including any overage, is prepared for deposit by the bingo chairperson. The float will be retained by the seller to continue sales.

6.4.23 The bingo chairperson, assisted by the pull ticket manager or hall advisor, must deposit or prepare for deposit the net revenue from the sale of pull ticket unit(s) to the pull ticket operating/pool bank account within three banking days after the sale of the unit(s) as follows: *(Amended Nov 2020)*

a) overages must be included in the deposit and reported in EMS. Shortages must also be reported in EMS;

b) the deposit slip must indicate the serial number of each pull ticket unit being deposited. Where the same serial number is applicable to multiple units, the color of the unit must also be recorded on the deposit slip. (This is a requirement only for traditional pull tickets that have multiple separate colours with the same serial number. The colour is also recorded on the Pull Ticket Inventory and Sales Record in the same box as the serial number, e.g., Serial # 123456 blue.);

c) the funds and deposit slip must be placed in a deposit bag and the bag then sealed;

d) the sealed bag must be placed in a secure safe within the licensed facility:

i) for licensed facilities using an armoured car service, the deposit bag must be picked up by the service on its next scheduled pickup and delivered to the bank; and

ii) for licensed facilities not using an armoured car service, the bingo association must make the bank deposit during regular banking hours and within three banking days after the sale of the units;

e) a copy of the deposit slip must be retained by the facility licensee for subsequent verification through the bank reconciliation process.

SUBJECT: SECURITY

POLICY

6.5.1 Once a pull ticket unit(s) has been assigned to, and opened by, a paid seller, only that individual may sell tickets from the unit(s). If the pull ticket unit has been assigned to a hall advisor or assistant hall advisor, only that individual may issue tickets from that unit to a volunteer seller.

6.5.2 All complete or partial pull ticket units, not under the control of an advisor, assistant advisor or paid seller, must be kept in locked secure storage.

6.5.3 A separate, lockable and secure storage area must be provided to each paid seller, hall advisor or assistant advisor. These individuals must store their cash boxes and partially sold pull ticket units in this secure area.

6.5.4 Keys to the individual storage area must be kept only by the seller, hall advisor or assistant advisor. The pull ticket manager must securely retain a “master key” which permits entrance to all paid sellers’ or advisors’ storage areas.

6.5.5 Keys to the storage area for new unopened units must be kept only by the pull ticket manager or, if he or she is absent, by an alternate pull ticket manager.

SUBJECT: EXPENSES

POLICY

6.6.1 Pull ticket expenses must be handled according to the provisions of Section 8.1 related to the bingo association annual budget/event fee and combined operating/pooling account procedures.

6.6.2 *(Deleted Nov 2020)*

6.6.3 The bingo association must pay for the cost of pull ticket units (including GST and freight costs) by cheque, direct to the vendor/supplier, from the Pull Ticket Operating/Pool Bank Account as outlined in Subsection 8.1.5 a) ii).

6.6.4 *(Deleted Nov 2020)*

6.6.5 Pull ticket unit purchases shall be supported by a dated invoice showing the:

a) name of the bingo association;

b) pull ticket licence number;

c) type of unit, its colour and unit serial number;

d) number of units bought;

e) price per unit; and

f) total amount of purchase.

6.6.6 Pull ticket licence fees are $5 per unit.

6.6.7 Facility licensees must submit pull ticket licence fees within seven days of the end of the month as follows *(Amended Nov 2020)*

a) licence fees must be paid based on the total number of pull ticket units which were sold during the month; and

b) on a monthly basis, the bingo association must submit the licence fees by cheque from the bingo association's expense operating account (payable to Alberta Gaming, Liquor and Cannabis). As back-up to this submission a Monthly Pull Ticket Sales (Deposit) Report Form 5438 (see Subsection 12.1.1) must be completed, maintained at the licensed facility and be made available to AGLC upon request;

SUBJECT: POOLING

POLICY

6.7.1 Consistent with Subsection 8.1.6 for a licensed facility, the pooling of pull ticket proceeds is mandatory for all licensed charities conducting pull ticket sales at licensed bingo facilities.

6.7.2 The responsibility to administer the pull ticket pool rests with the executive of the bingo association (see Subsection 8.1.6 g). *(Amended Nov 2020)*

6.7.3 *(Deleted Nov 2020)*

6.7.4 Accounting of pull ticket units in each monthly pool period must be completed as follows:

a) only units which have been sold and deposited or prepared for deposit during each month must be included in each monthly pool period; and

b) revenue from sales representing a partial unit deposit must be retained by the seller and be included in the pool in the month the full unit net revenue is deposited.

Note: Revenue representing sales of a pull ticket unit which was sold out during a month must be deposited or prepared for deposit prior to the end of that month. This will ensure that each licensed charity that held a bingo event(s) during the month is fairly compensated for sales/deposits which occurred during the month in which they conducted the event(s).

6.7.5 AGLC will review the pull ticket purchase and sales records to verify the accuracy of its pull ticket revenue; AGLC will notify the facility licensee if any corrections are required. If no corrections are required the bingo association can proceed to deduct the event fee for the pull ticket stream to determine the proceeds to be disbursed to the licensed charities (see Subsection 8.1.6).

6.7.6 *(Deleted Nov 2020)*

6.7.7 The pooled pull ticket proceeds must be disbursed by cheque or bank transfer within 21 days of the end of the pool period. The disbursement may take place from the pull ticket operating/pool bank account or, utilizing the alternate procedure in Subsection 8.1.6 e) ii), from the bingo pooling bank account.

SUBJECT: PULL TICKET FINANCIAL REQUIREMENTS

POLICY

6.8.1 For a licensed facility that sells pull tickets, the bingo association must establish and maintain a Pull Ticket Operating/Pool Bank Account (may be a combined account) as specified in Subsection 8.1.5 a).

a) sales revenue representing the specified net revenue of each unit (see Subsection 6.8.1 c)) must be deposited to this account within three banking days after the sale of the unit(s);

b) all payments from the account will be made in accordance with Subsection 8.1.5;

c) pull ticket unit net revenue (unit deposit) from the sale of units and the monthly pull ticket pooling proceeds must be calculated as follows (using as an example a unit of 1,260 pull tickets, sold at $1/ticket, with a unit prize value of $800):

i) unit net revenue calculation (an example):

Gross revenue per unit	$1260
Less unit prizes	$ 800
Add/Subtract overages/shortages:	$ 0
Equals unit net revenue	$ 460*

(*Also equals the unit deposit)

ii) pooling Proceeds Calculation (during the pool period):

Unit net revenue from all sold units

Less costs of units sold at event

Less licence fees for units sold at event

Less additional exclusive costs (e.g. seller(s))

Less pull ticket event fee

Equals pooling proceeds (less any pool adjustments)

d) the facility licensee and hall manager/pull ticket manager will maintain accurate and current financial/inventory and sales records. The two forms, entitled Pull Ticket Inventory and Sales Record Form 5434 and Monthly Pull Ticket Inventory

Reconciliation Form 5436 must be used (see Section 12 - Forms). If volunteer sellers are used, the hall advisor must also use a pull ticket seller control form.

6.8.2 Within seven days of the end of each month, the association must:

a) forward the cheque for licence fees and supporting documentation for the month's sales as reported to AGLC Financial Review;

Note: a Monthly Pull Ticket Sales (Deposit) Report Form 5438 must be maintained at the licensed facility for each type of unit sold and deposited throughout the month. This form(s) must be made available to AGLC upon request.

6.8.3 Pooling and distribution of pull ticket proceeds must be carried out within 21 days of the end of the month in which the pull ticket proceeds were pooled and according to Subsection 8.1.6.

SUBJECT: CLASS B FACILITY LICENSEE – PULL TICKET FINANCIAL REQUIREMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: REPORTING OF UNIT SHORTAGES

POLICY

6.10.1 Shortages for each type of pull ticket unit being sold must be handled as follows:

a) manufacturer shortages must be reported to AGLC immediately;

b) the total shortage for each unit deposited and reconciled must be recorded on the Pull Ticket Inventory and Sales Record – Form 5434;

c) a shortage due to the redemption of a winning ticket from a previously sold unit must be reconciled with the overage from the previously sold unit (i.e., a previous surplus deposit attributable to an unredeemed ticket);

d) recorded in EMS for the specified pool period; and

e) a copy of the Pull Ticket Inventory and Sales Record – Form 5434, for each type of unit sold, must be forwarded to AGLC Financial Review within seven days of the end of the month.

6.10.2 When a facility licensee chooses to change a type of pull ticket unit(s) being sold, a shortage may occur due to the unit being removed from sale before the unit specified gross revenue was accumulated. In this case the following procedures must be followed:

a) the type of unit being sold must be as close to sold out as possible and the unsold tickets remaining may be removed from sale;

b) any unopened units of the pull ticket type being terminated must be returned to the supplier. Confirmation of the returned unit(s) must be provided by the supplier and be retained by the facility licensee. Refunds must be deposited to the account from which the invoice was paid;

c) a final reconciliation of the type of ticket terminated must be completed (Monthly Pull Ticket Inventory Reconciliation - Form 5436), and any shortages which may have occurred must be recorded on the Pull Ticket Inventory and Sales Record - Form 5434, and reported in EMS;

d) a copy of the Pull Ticket Inventory and Sales Record - Form 5434 for the unit type terminated must be forwarded to AGLC; and

e) if the total unit shortage exceeds that referenced in Subsection 6.4.21 a), the discrepancy must be reported to AGLC immediately.

6.10.3 The pull ticket manager may remove a type of unit from sale for a discretionary reason. In this case the following procedures must be followed:

a) a reconciliation of the unit type must be completed (Monthly Pull Ticket Inventory Reconciliation – Form 5436);

b) total unit shortages for the type of unit in question must be recorded on the Pull Ticket Inventory and Sales Record – Form 5434 and reported in EMS; and

c) if the total unit shortage exceeds the amount referenced in Subsection 6.4.21 a), the discrepancy must be reported to AGLC immediately.

SUBJECT: RECORDS AND AGLC ACCESS

POLICY

6.11.1 All pull ticket records shall be kept by the facility licensee at the licensed bingo facility for a period of two years after the pull ticket licence expires (excluding defaced winning tickets).

6.11.2 AGLC inspectors must be allowed access to all areas where pull tickets are sold or kept. They may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a pull ticket activity, a facility licence or gaming supplies and may temporarily remove any of these in carrying out their work. An inspector or an official of AGLC must provide the facility licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal.

6.11.3 All pull ticket records are subject to review and/or audit by AGLC and must be maintained in a manner acceptable to both AGLC and the Canada Revenue Agency.

SUBJECT: GENERAL

POLICY

7.1.1 KENO equipment is the sole property of AGLC and is installed in a licensed facility subject to the terms and conditions of: the facility licence; the Lottery Ticket Centre Policy Handbook; and the Lottery Ticket Centre Retailer Agreement between the facility licensee, the WCLC and AGLC.

7.1.2 A KENO retailer must hold a facility licence and is bound by the terms and conditions of the Lottery Ticket Centre Retailer Agreement.

7.1.3 As authorized under the *Criminal Code* (Canada) and the *Gaming, Liquor and Cannabis Act* (Alberta), AGLC conducts and manages KENO in a licensed facility:

a) "KENO," meaning a provincial lottery ticket gaming product in which Western Canada Lottery Corporation draws are held every five minutes. Players pick from one to ten numbers from a field of one to 80. Twenty winning numbers are drawn and displayed in playing locations; and

b) KENO may be played during the hours that the licensed bingo facility is open to the public and within the hours specified by the Western Canada Lottery Corporation, commencing no earlier than 5:00 a.m. and ending no later than 1:00 a.m.

i) specifically, KENO may be played up to one hour before an event begins, and up to one hour after an event ends.

7.1.4 Facility licensees may apply for KENO by contacting AGLC (see Section 1.6 for contact information).

7.1.5 The provision of space and services for the operation of KENO is the sole responsibility of the facility licensee (the retailer).

7.1.6 The retailer is responsible for:

a) the operation of KENO in the licensed facility; and

b) ensuring volunteers and paid staff are trained to perform their KENO related duties during events.

7.1.7 AGLC is authorized to conduct security inspections and enforcement activities:

a) violation of the Lottery Ticket Centre Retailer Agreement may result in termination of the agreement and immediate removal of KENO equipment.

SUBJECT: REMUNERATION AND FINANCIAL OBLIGATIONS

POLICY

7.2.1 All monies received from KENO less prizes paid and retailer commissions are the property of AGLC.

7.2.2 Gross KENO sales are calculated as total sales prior to prize payout.

7.2.3 The KENO retailer is a bare trustee for AGLC.

7.2.4 The KENO retailer must have required funds and trained staff available for payment of winnings to which players are entitled.

7.2.5 The retailer will be responsible for the following costs:

a) all utility charges related to the operation of KENO equipment and telephone;

b) repairing or replacing any KENO equipment that is damaged, lost or stolen while on the premises and in the care of the KENO retailer;

c) any repairs to the KENO equipment due to physical abuse (excludes any repairs due to normal wear and tear, defect in the manufacturing or by defective maintenance service by AGLC or its employees, agents or contractors); and

d) any lost, stolen and missing monies relating to the operation of KENO equipment.

7.2.6 Failure to pay invoices, comply with the provisions of the Lottery Ticket Centre Retailer Agreement(s), the Lottery Ticket Centre Handbook or these policies may result in termination of the retailer agreement(s) and removal of the KENO equipment.

7.2.7 Insufficient funds on the part of the KENO retailer will result in a service charge and a requirement for additional security in the form of cash deposits or a letter of credit for future transactions. *(Amended Feb 2021)*

7.2.8 All non-sufficient funds (NSFs) including charges are to be paid within 24 hours of notification.

7.2.9 Licensed charities are provided a commission of five percent of gross KENO sales in a licensed gaming facility.

7.2.10 KENO retailers are provided a commission of five per cent of gross KENO sales for the space and services provided to operate KENO.

7.2.11 Licensed charities are also provided with a semi-annual charity commission, until April 1, 2024. *(Added Feb 2021)*

SUBJECT: RULES

POLICY

7.3.1 Minors are not permitted to play KENO in a licensed facility.

7.3.2 KENO may only be conducted in conjunction with a bingo licence.

7.3.3 In addition to the provisions contained in these policies, KENO retailers must also comply with the terms of the Lottery Ticket Centre Retailer Agreement and the provisions of the Lottery Ticket Centre Policy Handbook.

7.3.4 Contravention of these policies may result in a removal of KENO equipment, up to and including termination of the Lottery Ticket Centre Retailer Agreement.

SUBJECT: PROCEEDS FROM KENO

POLICY

7.4.1 *(Deleted Feb 2021)*

7.4.2 *(Deleted Feb 2021)*

7.4.3 *(Deleted Feb 2021)*

7.4.4 *(Deleted Feb 2021)*

7.4.5 *(Deleted Feb 2021)*

7.4.6 *(Deleted Feb 2021)*

7.4.7 The bingo association must at all times hold the KENO charity commissions as trustee for and on behalf of AGLC and use the funds for the sole purpose of distributing them to licensed charities conducting events in the facility.

7.4.8 *(Deleted Feb 2021)*

7.4.9 The bingo association must use its approved pooling account to distribute the monthly charity commissions by cheque or bank transfer with the monthly pool distribution from KENO. *(Added Feb 2021)*

7.4.10 Semi-annual commissions from KENO will be distributed to licensed charities by the bingo association as calculated in the EMS and will be assigned one KENO pool ID number. Each licensed charity of the bingo association holding a bingo during the semi-annual pool period receives an equal share of the net proceeds based on the number of events it holds as a percentage of total events held during the pool period. The approved pooling account must be used to distribute the semi-annual commissions from KENO by bank transfer or cheque separately from the event pool distribution. *(Amended Feb 2021)*

7.4.11 *(Deleted Feb 2021)*

7.4.12 As specified in Sections 4 and 5 the Charitable Gaming Policies Handbook, the licensed charity must spend all proceeds only on the charitable purposes approved by AGLC. *(Amended May 2022)*

SUBJECT: ANNUAL BUDGET AND EVENT FEE

POLICY

8.1.1 Facility licensees must comply with the following requirements when preparing and managing their annual budgets and event fees.

a) A critical function of the facility licensee, on behalf of or as an agent of its member licensed charities, is to prepare a detailed and accurate annual budget for approval of licensed charities, and to monitor its expenses throughout the year against its approved annual budget.

b) The annual budget:

i) is the means by which the facility licensee may establish a fair and reasonable event fee that each member licensed charity must pay to cover the expenses of its events during the budget year; and

ii) must accurately reflect the licensed charity's costs of operating events and the expected revenues to offset costs and generate proceeds.

c) The facility licensee must provide each licensed charity with an annual budget that is structured to include bingo and, if applicable, pull ticket sales.

d) The annual budget must:

i) be approved by the facility licensee's member licensed charities.

ii) not be charged as a percentage of gross revenue;

iii) not include the costs of operating or providing non-gaming space, supplies or services except as provided for in Subsections 8.1.2 a) vi) and vii);

iv) be reasonable and reflect expenses that the licensed charity will incur to conduct its events in the licensed facility;

v) align with the fair market value of the space and services being provided; and

vi) be sent to AGLC at least 60 days prior to the end of the facility licensee's fiscal year end.

e) An event fee (or advance) will be collected for each applicable gaming stream (bingo and pull ticket). See Subsection 8.1.2.

f) The common expense portion of the event fee will be allocated to the bingo and pull ticket streams based on the proportion of the previous year's net sales for each stream.

g) The facility licensee event fee, assessed by gaming stream, must be approved by AGLC. The approved event fee will be effective at the start of the facility licensee's new fiscal year end.

h) The event fee for bingo will be assessed and recorded in EMS on an event basis. The event fee for pull tickets will be assessed on a per event basis and recorded in the pull ticket pool in EMS periodically throughout the month.

i) The proposed annual budget and event fee breakdown that is submitted to AGLC for review must include the following:

   i) the total number of events to be conducted including a breakdown of the number of events by time slot;

   ii) an itemized annual budget detailing the expenses being charged in the event fee; and

   iii) minutes of the meeting at which the bingo association's licensed charities approved the event fee;

   On request, AGLC may also require the submission of the detailed general ledger or trial balance for the current and/or prior fiscal year.

j) During the budget year, a bingo association may submit a proposal to AGLC to decrease or increase the approved event fee. A proposal to increase the event fee requires detailed explanation. Back-up documentation to support the request must be submitted on request by AGLC. If approved, the new event fee will take effect on the first of the month after approval was granted.

k) Increases to the annual budget/event fee exceeding five per cent must be supported through a motion at a bingo association or bingo association executive meeting, which

authorizes the increase. A copy of the minutes must be attached to the request for approval.

l) Within 120 days of the end of the bingo association's fiscal year, any surplus resulting from the actual annual expenses being less than the annual budget must be refunded to the licensed charities. The facility licensee must refund to each charity, by cheque or bank transfer, its portion of the surplus funds. Each licensed charity's portion of the surplus funds must be calculated according to the number of events the licensed charity conducted during the year the surplus occurred.

m) If the facility licensee is operating bingo or pull ticket sales in a deficit for three consecutive months, the facility licensee must immediately notify AGLC of the deficit; the facility licensee must not, unless approved by AGLC, assess the licensed charities additional charges to cover the deficit.

n) Letters of a financial nature submitted to AGLC must be signed by at least two executive members of the bingo association.

o) Expenditure proposals throughout the budget year that:

   i. are $10,000 or less in a single transaction or series of related transactions may, subject to the association's internal expenditure approval requirements, be authorized by the hall manager and supported through detailed receipts maintained with the financial records.

   ii. exceed $10,000 in a single transaction or series of related transactions must be approved through a motion and vote at a meeting of the bingo association executive and recorded in the meeting minutes. If the nature of the expenditure also requires AGLC approval (e.g. facility reserve fund proposed expenditures - also see Subsection 8.1.2 b) ii)), a copy of these minutes must be attached to the request for approval by AGLC.

SUBJECT: EXPENSES

POLICY

8.1.2 This subsection covers the allowable expenses that may be assessed against the gaming revenue generated during each event.

a) Event Fee Expenses:

i) The facility licensee's expenses incurred on behalf of its member licensed charities for the conduct of bingo and/or pull ticket sales must be collected from the licensed charities; these must be allowable expenses and approved by AGLC (see definitions in Subsection 1.1.3).

ii) Bingo exclusive expenses include but are not limited to the following:

- bingo card costs;
- bingo licence fees;*
- e-dauber equipment, contract and support and maintenance;
- EMS equipment, contract, support and maintenance;
- volunteer concession expense* (see Subsection 8.1.2 f);
- linked game expense;*
- Bingo Alberta membership fee (if the bingo association is a member); and
- Alberta Bingo Hall Manager's Association membership fee.

iii) Pull ticket exclusive expenses include but are not limited to:

- pull ticket unit costs;*
- pull ticket licence fees;*
- pull ticket seller wages (if they are not included in the event fee calculation of wages); and

- pull ticket manager wages and benefits (where a separate position exists and wages are not included in the event fee calculation of wages).

  Note: Unit costs and licence fees will be calculated by units sold at each event.

iv) Allocated common expenses that may be included in the annual budget/event fee, and allocated across each of the gaming streams in proportion to the net sales per stream, are:

- facility rent;**
- bingo equipment and furnishings, e.g., blowers, tables and chairs (excludes EMS and e-dauber related equipment whose cost are covered separately as an exclusive expense)(see Subsection 8.1.2 a) ii));
- office equipment and supplies;
- utilities (gas, power, etc.);**
- business licence fees, business taxes and property taxes;**
- insurance;**
- janitorial services;
- facility reserve fund;*
- wages, salaries, employee benefits and bonding (when not an exclusive position);
- association conferences and travel;
- staff training;
- advertising;
- promotions;
- association yearly audit fees;
- legal fees for review of the lease agreement and bylaws;

- building security costs;
- armoured car service;
- operating reserve fund;*
- miscellaneous; and
- GST (on above expenses where applicable; GST rebates must be refunded to licensed charities).

Note: Expenses noted above and marked with an asterisk (*) will form part of each stream's event fee however, will be reported separately in EMS under the applicable stream. These expenses may be split between the two streams or may be allocated to bingo only.

v) Bingo associations may apply for and, based on a demonstrated need, be approved for a concession facility expense allowance. The approved allowance will equal the lesser of up to 50 per cent of, or the breakeven on, the expenses noted above and marked with a double asterisk (**). The association must supply AGLC with all information that is deemed necessary to assess the request. Supporting documentation includes but is not limited to:

- Concession financial statement; and
- Lease agreement or ownership arrangement in regards to the facility.

b) Additional conditions apply to the following expenses:

i) Facility Rent: the rental rate must not be calculated as a percentage of revenue; rates based on a sliding attendance scale may be approved if they are specified in the lease/rental agreement. New or renewed lease agreements must be reviewed by the bingo association's lawyer and by AGLC prior to signing the agreement.

ii) Facility Reserve Fund: the establishment and collection of gaming revenue into a facility reserve fund requires association executive and AGLC approval. Reserve fund

expenditures of $20,000 or less per single transaction or series of related transactions totalling $20,000 or less must be approved as prescribed in Subsection 8.1.1 o) and may occur without prior AGLC approval. Single transaction reserve fund expenditures or a series of related transactions totalling more than $20,000 must be approved by AGLC prior to the expenditure(s) occurring. The association executive and AGLC may only approve facility reserve funds to be used to meet significant future costs related to:

- Bingo related equipment and furniture;
- the gaming portion of interior facility upgrades and/or renovations;
- approved structural changes specific to building structure integrity that affect the gaming portion of the building envelope, (e.g. roof repairs or replacement, reinforcement of exterior walls, or other items as approved by AGLC). The total costs of such changes must be allocated between gaming and non-gaming activities (this is particularly important when the building envelope contains the licensed bingo facility as well as one or more other separate businesses or organizations that, for example, share the building);

  Note: A cost allocation between gaming and non-gaming may not be required if, for example, repairs are made to that part of a roof which covers the bingo facility portion of the building envelope, even though the bingo facility floor space costs may be allocated between gaming and non-gaming activities. In this example, up to 100 per cent of gaming revenue may be approved for the roof repair over the bingo facility portion of the building envelope.
- building fundamentals such as furnace repairs/replacements, water heater repairs or replacements and other building fundamentals

which, due to their nature, may serve both gaming and non-gaming activities in the bingo hall. AGLC may approve gaming revenue to be used to cover 100 per cent of the gaming portion of these costs.

- event facility reserve fund contributions must be reported through EMS using an approved AGLC expense ID and must be held in a separate bank account and/or term deposit. Facility reserve funds not used for the above purposes must be returned to the licensed charities. Funds collected and not used within a five-year period are subject to further review by AGLC.

iii) Concession Equipment Allowance: bingo associations may request approval from AGLC for a concession equipment allowance of up to 50 per cent to offset the purchase or maintenance of major concession equipment; the bingo associations must supply AGLC with all information that AGLC deems necessary to properly assess the request. A specific dollar or cap amount must be identified along with the amount to be collected at each event; these amounts must be approved by AGLC prior to collecting any funds. As an alternative to establishing an amount to be collected at each event, and with prior AGLC approval, the facility reserve fund may also be used to pay for the concession equipment allowance.

iv) Association Conferences and Travel: Facility licensees with memberships in Bingo Alberta may include in their event fee structure reasonable costs of sending bingo association executive members and hall managers to meetings of Bingo Alberta. Travel costs of sending the association's hall manager to the Hall Manager's Association of Alberta may also be included in the event fee. The annual travel costs may also include sending two individuals to a bingo-related conference or seminar within North America or to send one individual to two separate bingo-related conferences or seminars within North America.

v) Staff Training: the annual budget may also include the costs of sending paid staff to courses that are beneficial or required for the conduct of the bingo association's bingo gaming business.

vi) Advertising and Promotions: see Section 8.4.

vii) Bingo Licence Fees: the facility licensee pays bingo licence fees in advance and may then collect the bingo licence fees from the licensed charities with their event fee.

viii) Miscellaneous: this category is for those expenditures that may not be specifically listed in Subsection 8.1.2, e.g. bank charges not already recorded as a pool expense. Detailed explanations of expenditures included in this category are required.

ix) Operating Reserve Fund: at start-up of the operating reserve fund, a specific dollar amount must be identified, which, when accumulated, will not exceed 25 per cent of the approved event fee budget for gaming related operating costs. When the target amount is accumulated, the association must advise AGLC of the reduction in the event fee and the date that the reduction will take effect (this could be stated up front at the time of the original budget/event fee submission). Associations can replenish the operating reserve fund by contacting AGLC and requesting an amendment to their event fee for a period required to replenish the fund. The operating reserve fund is not included in the calculation of a surplus at fiscal year-end; however, the balance must be reported in the annual budget/event fee submission for the next year.

c) Expenses other than those listed in Subsection 8.1.2 a) may be submitted to AGLC for consideration. AGLC approval is required before the proposed expense is included in the event fee and charged to the licensed charities.

d) The following are not considered charitable event expenses and must not be included in the event fee or be paid for with gaming funds:

i) liquor, meals or hospitality for paid staff, volunteers (other than what is allowed for volunteers in Subsection 8.1.2 g)) or players;

ii) entertainment for suppliers of facility, supplies and services;

iii) personal expenses of bingo association executive officers, board of directors and volunteers (other than those allowed for volunteers in the Charitable Gaming Policies Handbook);

iv) any non-gaming activities including the direct costs of operating a food concession, gift shop or lottery booth;

v) the assessed concession share of the:

- monthly facility operating costs (see Subsection 8.1.2 b)); and
- equipment costs (see Facility Reserve Fund in Subsection 8.1.2 b) ii)).

Note: Any third party concession rental or lease revenue must be deposited to the association expense operating bank account. The bingo association will make payments for expenses related to the concession facility expense allowance from this same account. Any additional shortfall related to these expenses must be made up from non-gaming funds.

e) Linked Game Expense:

i) Linked game expenses approved by AGLC must be charged at the event level; and

ii) must be recorded separately on EMS.

f) Volunteer Concession Expense:

i) Volunteer concession expense is an eligible bingo expense that is included in the exclusive portion of the event fee for bingo, and must be paid by the licensed charity at the bingo event or through the bingo association's bingo pool account. Volunteer concession expenses will not be included in the monthly profitability calculation for bingo.

ii) Concession expenses incurred by volunteers at the event must comply with the following:

- concession items must be purchased for and consumed by volunteers of the licensed charity during the time and within the facility that the bingo is being conducted;
- licensed charities are not required to purchase food or refreshments from the bingo facility concession. Licensed charities may arrange for food and refreshments to be brought into the hall;
- all expenditures must be supported by a receipt;
- the total concession expense must not exceed $10 per volunteer working a morning or late night event, and $16 per volunteer working an afternoon or evening event. The number of volunteers required is determined by the bingo facility licensee and is stated in the approved bingo program;
- any concession expenses over and above the amounts permitted in Subsection 8.1.2 f) ii) are the responsibility of the individual volunteer(s);
- licensed charities or the facility licensee may set their own concession policy to assist with the control of this expense (e.g., no concession expenses are allowed or the maximum per volunteer is $5 per event); and

- volunteers may be given a coupon worth a fixed dollar amount. The coupon may be used to purchase concession items. Volunteers may not present the coupon to the concession for a cash reimbursement.

iii) The event's volunteer concession expense must be recorded separately on EMS.

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

POLICY

8.1.3 Requirements for bingo event financial/inventory controls are as follows:

a) The facility licensee must maintain a rigorous financial/inventory control system to account for all the revenues and costs of holding events, including the inventory, sales, prizes, giveaways to players, expenses and proceeds of events. All transactions must be recorded on the control forms. The financial/inventory control system must be organized as follows:

i) Handling of cash at the event level:

- all transfers of cash among paid staff and/or volunteers must be verified by physical count, witnessed, recorded and signed off (initialed);
- physical cash counts must be witnessed, recorded and signed off;
- all entries on the financial/inventory control forms must be completed in non-erasable ink (pencil must not be used);
- amendments/corrections to figures on control forms must be made by striking through the original entry ("white out" must not be used) and writing the corrected amount beside the original entry; and
- all amendments/corrections made to event financial/inventory control forms must be verified by physical count, witnessed, recorded and signed off.

ii) Inventory control for bingo cards/supplies:

- all transfers of bingo cards between the licensed charity and the facility licensee must be verified by physical count, witnessed, recorded and signed off;
- all transfers of bingo cards between paid staff and/or volunteers must be verified by physical count, witnessed, recorded and signed off;

- for supplier full bundles, a count of each full bundle is acceptable;
- for supplier partial bundles (previously opened), a physical count of each individual card is required;
- bingo card inventory access must be strictly controlled by the facility licensee; and
- the facility licensee inventory records for all bingo cards and related supplies must be maintained by the hall manager.

iii) Bingo Expenses:

- all bingo expenses must be verified and recorded; and
- all bingo expenses must be paid for by the licensed charity to the facility licensee, or appropriate service provider or vendor.

iv) Pre-bundling of bingo event pull tickets is permitted as follows:

- bingo event pull ticket units may be opened and counted by two individuals (staff or staff and volunteer) prior to an event;
- bingo event pull ticket bundles must have 50 tickets per bundle;
- both bundlers must sign that all tickets have been accounted for on the pull ticket unit control form which must remain in the unit; and
- the bingo event pull ticket unit must be sealed with packing tape and initialed on the seal (in permanent marker) by both bundlers.

v) Opening of a sealed bingo event pull ticket unit that was previously opened must be done as follows:

- the previously opened and sealed pull ticket unit must be opened by two individuals (pull ticket controller and staff or volunteer);

- the individuals identified above must verify that all bundles are present and sign the control form in the unit; and
- the pull ticket unit control form must form part of the event paperwork.

vi) Bundling of bingo event pull tickets during an event is permitted to be done by the pull ticket controller for the event they are working. The pull ticket controller may be assisted by staff or a volunteer.

vii) Pull ticket control forms must be used for all types of pull tickets:

- inventory control forms must be used for all types of pull ticket units; and
- pull tickets and floats issued to and returned by the volunteer sellers must be initialed on the pull ticket seller control form.

b) The required event financial/inventory control forms must be completed by volunteer and paid staff throughout the event (start to finish) as transactions occur.

c) The practice of pre-signing financial/inventory control forms, prior to the verification by counting, witnessing, recording and signing off of transactions, is strictly prohibited.

d) The financial/inventory control forms and reports (EMS Event Operation and Manual Event Operation) are required records for each bingo event.

EMS Event Operation

e) <u>Mandatory Forms</u>:

i) Bingo Worker Sign In Sheet (manual form);

ii) Special Game Controllers' Record/Reconciliation and Special Game Sellers Card Control (manual forms);

iii) Paymaster's Sheet (manual form);

iv) Bingo Chairperson's Cash & Deposit Reconciliation (manual form);

v) Ball Verification Sheet (for linked game) (manual form);

vi) X-tape for Cashier Station (EMS);

vii) Caller Summary Report (EMS);

viii) POS Inventory Reconciliation Report (EMS);

ix) Inventory Issuance Report (EMS);

x) Event Summary (EMS);

xi) Void Invoices Report (EMS).

f) As Required Forms:

i) Pull Ticket Unit Control Form, Pull Ticket Inventory Sales (Deposit) Report (manually or in EMS), Pull Ticket Inventory and Sales Record (manually or in EMS) and Monthly Pull Ticket Inventory Reconciliation (manual only);

ii) Bank Statement Reconciliation Check List (manual only);

iii) Discrepancy Reports – Form 5425 and Form 6619 (manual only).

Manual Event Operation

g) Mandatory Forms:

i) Bingo Worker Sign In Sheet;

ii) Special Game Controllers' Record/Reconciliation and Special Game Sellers Card Control;

iii) Paymaster's Sheet;

iv) Bingo Chairperson's Cash & Deposit Reconciliation;

v) Ball Verification Sheet (for the linked game and games requiring a specified amount of called numbers in order to award an additional prize);

vi) Cashier Sheet Inventory Issue & Sales Reconciliation/ Register Reconciliation (replaces X-tape for cashier station and EMS POS Inventory Reconciliation Report);

vii) Caller Sheet (replaces EMS Caller Summary Report);

viii) Event Inventory Issuance/Return (replaces EMS Inventory Issuance Report);

ix) Event Summary/Deposit Record (replaces EMS Event Summary).

h) As Required Forms:

i) Pull Ticket Unit Control Form, Pull Ticket Sales (Deposit) Report (manually or in EMS), Pull Ticket Inventory and Sales Record (manually or in EMS) and Monthly Pull Ticket Inventory Reconciliation (manual only);

ii) Bank Statement Reconciliation Check List (manual only);

iii) Discrepancy Reports – Form 5425 and Form 6619 (manual only).

SUBJECT: MINIMUM GAMING ACCOUNT OPERATING CONTROLS

POLICY

8.1.4 Minimum gaming account operating controls:

a) Deposits must be made to the gaming account within three banking days after an event.

b) Authority on cheques and bank transfers must be consistent with the following:

i) Two signatures are required on all cheques and bank transfers from the gaming accounts. Exception will be made for the following:

- progressive prize bank account, which will require a single signature only, to allow for the hall advisor to disburse prize payouts by cheque at the event; and
- transfers to pre-authorized accounts, to be approved by the executive, to allow for the designated hall manager or bookkeeper to transfer funds between bingo association accounts as necessary.

ii) Before any cheque or bank transfer is made from the association expense bank account a disbursement request must be completed. The disbursement request may be represented by a form to be attached to the invoice or by a stamp on the invoice and must state: the payee, the purpose, the amount of the cheque or transfer, and the date approved. The completed disbursement request must be signed by two of the authorized signatories attesting that they have verified the payee and approve the purpose and the amount of the cheque or transfer.

iii) The practice of pre-signing blank cheques or disbursement requests is prohibited.

iv) The second authorized signatory on the gaming account and bank transfers must consist of only volunteer/elected bingo association representatives.

v) Except as specified in Subsection 8.1.4 c) i), a maximum of five individuals may have signing authority for gaming accounts and bank transfers at any one time.

vi) Gaming account cheques must be pre-numbered, printed on commercial cheque stock provided by or approved by the financial institution and must include two signature lines.

vii) Blank cheques must be stored in a locked cabinet or drawer. Only individuals with signing authority or responsible to prepare cheques may access the stored cheques.

viii) Voided cheques must have "VOID" written across the front, or have the signatures removed, and must be retained with the bank stubs or bank statements for the period in which the cheques are voided. Voided cheques must not be discarded.

c) All gaming accounts with chequing privileges must include the requirement for the return of cancelled cheques or cancelled cheque images prepared and provided by the financial institution.

d) Segregation of Duties: An executive or board member must be designated to perform a monthly review of the bank statements and cheques prior to the bank reconciliation being completed. This designated individual must not hold cheque-signing authority, or be responsible for making deposits or the recording of receipts or disbursements. Any discrepancies must be discussed with the bingo association executive immediately. This individual must sign a Bank Statement Reconciliation Check List form (see sample form in Section 12), which must later be attached to the bank reconciliation, confirming the following:

i) bank statements were received in the sealed envelope sent by the bank prior to their examination;

ii) the beginning bank balance is equal to the ending balance of the prior month;

iii) the previous outstanding items list has been reviewed, verified, and updated;

iv) that the individual examined all of the cancelled cheques or cheque images and:

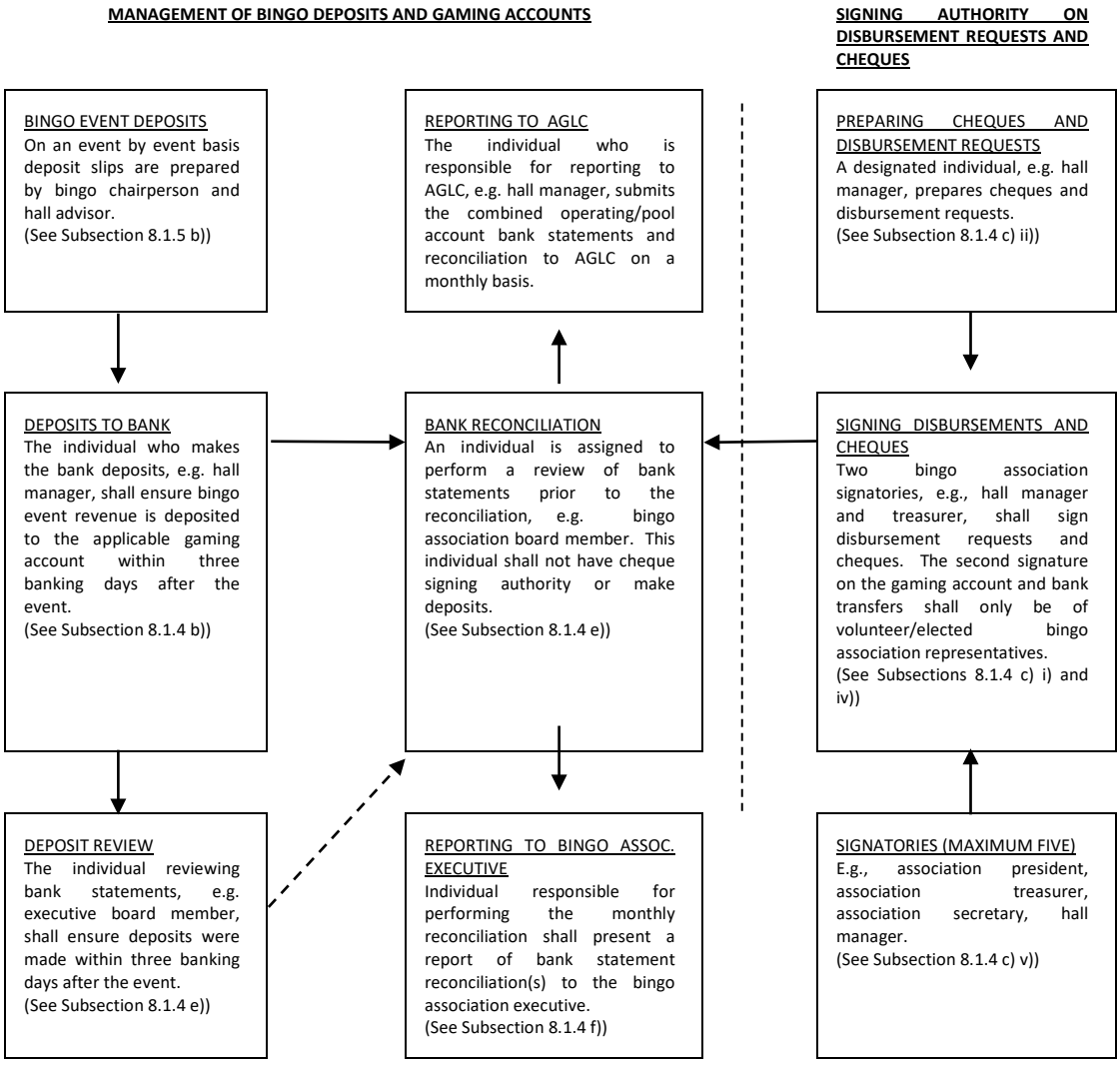
- the number of cheques and cheque details (i.e., date, payee, and amount) are in agreement with those listed on the issued cheque ledger;
- two authorized signatures were present on each cheque;
- no alterations to the cheques were noted; an*d*
- when endorsements were present, they agreed to the payee named on the cheque;

v) that the individual compared the deposit slips with the general journal and bank statement, ensuring the correct amount of funds was deposited and within the required time frame.

e) The individual responsible for performing the monthly reconciliation must supply a summary report at the next bingo association executive board meeting; however, any discrepancies must be discussed with the bingo association executive and be reported to AGLC immediately.

MANAGING BINGO EVENT REVENUE

SAMPLE STAFF DUTIES ORGANIZATIONAL CHART



Note: The positions used as examples represent a sample organizational structure that complies with the requirements of Subsection 8.1.4 of the Commercial Bingo Handbook. Facility licensees may delegate these responsibilities to other positions as long as the requirements of Subsection 8.1.4 are met.

SUBJECT: MANAGING BINGO EVENT REVENUE

POLICY

8.1.5 Bingo associations are required to manage bingo event revenue as provided in this subsection (8.1.5).

REQUIRED BINGO ASSOCIATION BANK ACCOUNTS

a) Bingo associations must have the following bank accounts:

i) Bingo Revenue Bank Account (Clearing Account) – for the purpose of depositing all event revenue as provided in Subsection 8.1.5 b) i);

ii) Pull Ticket Operating/Pool Bank Account (may be a combined account) – for the purpose of depositing all pull ticket revenue, paying all pull ticket expenses (including the pull ticket event fee) and the distribution of the pull ticket charity proceeds on a monthly basis as provided in Subsection 8.1.5 b) i);

iii) Bingo Pooling Bank Account – for the purpose of depositing all pooled revenue from bingo (sales less prizes, less cash shortages, plus cash overages, less event expenses). KENO charity commissions must also be deposited to this account by licensed facilities that offer KENO. This account is also used for the distribution of bingo charity proceeds on a monthly basis; *(Amended Feb 2021)*

iv) Progressive Prize Bank Account – for the purpose of depositing progressive prize contributions not paid at the event level and paying accumulated progressive prize winnings;

v) Association Expense Bank Account – for the purpose of transferring and combining the event fees from each gaming stream and paying approved expenses;

vi) Sweep Account (optional – may use the association expense operating account) – for the purpose of depositing KENO funds to be swept by AGLC and depositing linked game prize and expense funds; and

vii) Facility Reserve Fund and Operating Reserve Bank Account – for the purpose of depositing the Facility Reserve Fund portion and Operating Reserve Fund portion of the event fees, and disbursing approved fund payments.

DEPOSITS

b) In compliance with Subsection 8.1.4 b) and the following procedures, the bingo association, acting on behalf of or as agent for licensed charities to facilitate the management of event revenue, must deposit event revenue as follows:

i) All event revenue (plus cash overages/less cash shortages) less cash prize costs (which includes the cash amounts paid or deposited for progressive pot contributions) must be prepared for deposit into the bingo association bank accounts on an event by event basis as follows:

- Bingo Revenue Bank Account within three banking days after the event, deposit all bingo game revenue (sales less all bingo cash prizes as noted above, less linked prize contribution and linked expense) into this bank account.
- Pull Ticket Operating/Pool Bank Account – deposit pull ticket revenue (sales less prizes, less cash shortages, plus cash overages) into this bank account within three banking days of a pull ticket unit being sold out.
- Bingo Pooling Bank Account – the bingo pool contribution (i.e., sales less prizes, less cash shortages, plus cash overages, less event expenses) must be transferred from the bingo revenue bank account to this account as it is received, or within five banking days of the event. Facility licensees must also deposit the KENO charity commissions to this account. *(Amended Feb 2021)*

Note: In the case of an event loss(es), the bingo association will transfer from the bingo pooling bank

account to the bingo revenue bank account an amount equal to the event loss(es) within five banking days of the end of the pool period.

- Association Expense Bank Account – on a frequency determined by the association or at a minimum at the end of each calendar month, deposit by way of cheque or bank transfer the approved event fees from the bingo revenue bank account and the pull ticket operating/pool bank account as follows:
  - bingo event fee (exclusive and common expenses);
  - pull ticket event fee (common expenses).

  Note: The association may choose to deposit KENO and linked sweep bank account deposits into this same bank account.
- Progressive Prize Bank Account – on an event basis, deposit any progressive prize contributions.
- Sweep Bank Account – if a separate account is maintained, deposit sweep amounts into this bank account (linked prize contribution, linked expense, and AGLC KENO sweep amount).
- Facility Reserve Fund/Operating Reserve Fund Bank Account – deposit all facility reserve funds and operating reserve funds collected from event fees on a frequency determined by the bingo association or at a minimum at the end of the month. Separate ledgers must be maintained separately tracking the deposits to and disbursements from each fund.

PAYMENTS

c) From the association expense bank account, the bingo association acting on behalf of or as agent for licensed charities, will make payments for actual event expenses directly to vendors, suppliers or other payees.

DISBURSEMENT OF POOLED PROCEEDS

d) Licensed charities must receive all charity proceeds (from the charity pools) as specified below:

i) Bingo pooled proceeds will be calculated as bingo gross sales (plus cash overages/less cash shortages), less prizes, less approved event fees, equals charity proceeds. These bingo charity proceeds must be deposited to the bingo pool bank account by cheque or bank transfer within five banking days of the event at which they were accumulated.

ii) All KENO proceeds must be deposited to the bingo pooling bank account and will be disbursed from this account. Licensed charities must always receive the KENO charity commissions (see Section 7.4). *(Amended Feb 2021)*

iii) Pull ticket pooled proceeds will be calculated as pull ticket gross sales (plus cash overages/less cash shortages) from pull ticket units sold and deposited or prepared for deposit during the month less prizes, less approved exclusive and allocated expenses (see Subsection 8.1.2 a) iii)), equals pull ticket charity proceeds. The deposits and payments are made throughout the month utilizing the pull ticket operating/pool bank account and will be disbursed in EMS from this same account.

iv) Upon approval of AGLC, disbursement of charity proceeds, as specified in Subsection 8.1.5 d), must occur by cheque or bank transfer from each pool account to each participating charity, (see alternate disbursement provisions in Subsections 8.1.6 d) and e)).

NEGATIVE POOL BALANCES

e) Individual gaming stream negative monthly pool balances must be managed as follows:

i) the bingo association must refund expenses through an expense adjustment in EMS for the applicable stream;

- the expense adjustment may be made by refunding surplus event fees collected from the applicable stream; or
- the expense adjustment may be made by using funds from the operating reserve fund (see Subsection 8.1.2 b)).

ii) negative pool balances may not be carried forward from one month to another; and

iii) negative pool balances cannot be transferred from one gaming stream to another, e.g. pull ticket positive pool balances (proceeds) cannot be applied to a negative bingo pool balance.

MONTH END RECONCILIATION PROCEDURES

f) Regarding the bingo association's pull ticket operating/pool account, progressive prize account and its bingo pooling bank account:

i) The following information must be completed by the bingo association on a monthly basis and provided to AGLC by the end of the month in which the statement is received from the financial institution:

- a copy of the pull ticket operating/pool account, progressive prize account and bingo pooling bank account statements;
- a reconciliation of the accounts' bank statements to the licensed charity pooled proceeds for all included gaming streams, and the monthly pool disbursements made to the licensed charities; and
- all pool allocation details via EMS.

g) Bingo Revenue Bank Account and Sweep Bank Account:

i) The monthly bank statement reconciliation must be performed in a manner consistent with Subsection 8.1.4.

- Reconciliations must be completed by the end of the following month. Any unexplainable variances in the bank reconciliation must be immediately reported to

AGLC. Reported variances must include: the variances in related bank statements, bank documents, bank reconciliation and prior month's reconciliation.

SUBJECT: POOLING

POLICY

8.1.6 The pooling and disbursing of event charity proceeds must comply with the following requirements:

a) Pooling of event charity proceeds from each gaming stream conducted within a licensed facility is mandatory for all licensed charities conducting events at the facility.

b) The bingo association must establish one pool for all bingo event charity proceeds and one pool for all pull ticket proceeds along with a bank account for depositing the pooled charity proceeds. Details on the bank accounts and the names of the bingo association's signing authorities (including changes to signing authorities) must be provided to AGLC.

c) Each licensed charity that conducts an event during the pool period must be part of the pools, and shall receive a share of the pooled proceeds in accordance with the terms of the pooling agreement. Each event during the monthly pool period will have an equal weighting in the distribution of pooled proceeds.

d) The distribution of pooled charity proceeds from bingo and pull tickets must be done separately in EMS.

e) Once the bingo and pull ticket distributions are completed in EMS, the bingo association has the option of:

i) writing two cheques or completing two electronic funds transfers (one from the bingo pool bank account and one from the pull ticket pool bank account) to each licensed charity for its share of the pooled proceeds; or

ii) the bingo association may transfer the total amount of the pull ticket pool from the pull ticket operating/pool bank account into the bingo pooling bank account and write one combined cheque or complete one combined electronic funds transfer to each licensed charity for its total share of the combined bingo and pull ticket pools; and

iii) in either option chosen, a copy of the EMS Pooled Proceeds Report showing the separate pool distributions must be provided to each licensed charity. These transactions must be completed within 21 days of the end of the pool period in which the proceeds were earned.

f) Volunteer concession expenses must be managed as stipulated in the bingo association's pooling agreement. AGLC approved pooling agreement must include the following procedure:

i) at the event level the licensed charity issues a cheque from its approved bingo bank account to the concession operator for the cost of the licensed charity's volunteer concession expense; or

ii) the event volunteer concession expenses for the licensed charity's pool period are deducted from the licensed charity's pool allocation cheque; and

iii) the volunteer concession expense must be entered into EMS as a bingo expense along with the appropriate bank transaction (see Subsection 8.1.2 f).

g) To facilitate the pooling requirements in Subsection 8.1.6 a), b) and c), the licensed charities of a bingo association shall enter into a pool agreement. The pool agreement must be approved by AGLC. Pool agreements should address the requirements of these policies, and provide details about all aspects of the pooling arrangement, including but not limited to:

i) the name of the bingo association;

ii) date of the pool agreement;

iii) length of time the pool agreement is in effect (i.e., one year, two years, or until such time as the agreement is voided by a majority vote of the licensed charities);

iv) a schedule of licensed charities participating in the pool agreement including the name of the charity and a space for each charity's signing officer's signature and his or her position in the organization;

v) terms of the pool agreement, including:

- that all events have an equal weighting in the pool; and
- that charity proceeds are pooled on a monthly basis;

vi) details describing how the executive of the bingo association is required to manage the pool agreement;

vii) a statement that the monthly pooled charity proceeds will be disbursed by the bingo association to the licensed charities that conducted events in the pool period. The funds must be disbursed within 21 days of the end of the pool period in which the proceeds were earned (see Subsection 8.1.6 e) for an alternative method of payment to licensed charities); and

viii) any other information relevant to the agreement as stipulated by the licensed charities of the bingo association and as required by these policies.

h) The bingo association executive must administer the pools. The names and positions of the pool administrators shall be provided to AGLC.

i) Pool allocation details must be submitted to AGLC electronically no later than the 21st day of the month following the pooling period (see Section 8.1.8).

SUBJECT: FINANCIAL RECORDS AND DOCUMENTS

POLICY

8.1.7 Financial records and documents:

a) All original event control forms are the licensed charity's property (including the event EMS cash/POS records).

i) Original forms must be kept by the facility licensee at the licensed bingo facility for a period of two years after the bingo licences expire (all the bingo licences of a bingo association's charity licensees usually expire at the same time). In accordance with the Canada Revenue Agency regulations, the original forms must be stored for an additional four years (may be stored off site).

ii) Each licensed charity must receive and keep a copy of the event summary form to compare with the financial report.

iii) Licensed charities must be allowed to examine their original forms upon giving reasonable notice to the facility licensee to produce them.

b) Events must be video/audio recorded; recordings from each event must be kept for at least 31 days after the event (see Subsection 9.3.11 a)).

c) The bingo association must document and implement a financial/inventory control system. The minimum standards for event financial/inventory controls and gaming account operating controls are described in Subsections 8.1.3 and 8.1.4.

d) The bingo association must follow Canadian generally accepted accounting principles.

SUBJECT: EVENT MANAGEMENT SYSTEM (EMS) FINANCIAL DATA

POLICY

8.1.8 Facility licensees must comply with the following requirements regarding financial data for bingo and pull tickets:

a) The EMS must be able to provide for data entry, update, enquiry, and print capabilities for bingo event and pull ticket information as specified in the Technical Gaming Standards for Event Management Systems and E-Daubers.

b) EMS event detail records must be completed for each event at the event.

c) Accuracy of the financial data provided with the monthly submission is of the utmost importance. The hall manager must confirm that all financial information reported accurately reflects the financial activity for the reporting period. Individuals entering the data by event shall ensure that:

i) the licensed charity's name, its licence number, and pool ID number are correct;

ii) the numeric figures entered are correct and not transposed or misrepresented;

iii) only game types and expense types approved by AGLC shall be used to report financial data; and

iv) the numeric figures reported for each game are posted from the EMS (except the linked game details) and will reflect the value of the cards or card faces sold (both those of paper bingo and e-daubers), the actual revenue received, prizes paid and progressive prize pool contributions. The linked game details must be entered into the EMS manually.

d) KENO charity commission payments must be calculated and all disbursements managed and recorded as required in Section 7.4. *(Amended Feb 2021)*

e) The monthly submission from the facility licensee's EMS must be received by AGLC in the electronic format as specified in the Technical Gaming Standards for Event Management Systems and E-Daubers – Appendix A, and must include:

i) the EMS monthly submission reporting file for Bingo and Pull Ticket within seven days of the end of each month in which events were conducted; and

ii) the EMS Bingo and Pull Ticket monthly pool files within 21 days of the end of the pool period.

SUBJECT: AUDIT REQUIREMENTS

POLICY

8.1.9 Audit requirements pertaining to bingo association books and records are as follows:

a) The information normally required in conjunction with an AGLC audit will include, but not be limited to:

i) books of original entry (including computerized records);

ii) invoices;

iii) bank statements and cancelled cheques or cheque images;

iv) event control and summary sheets;

v) inventory control forms;

vi) contracts, agreements, or similar documents;

vii) payroll records;

viii) Income Tax and Goods and Services Tax (GST) returns;

ix) minutes of annual general meetings and of meetings of the general membership, board and executive;

x) annual audited financial statements; and

xi) the financial records of any affiliated entity as defined by the Gaming, Liquor and Cannabis Regulation and to which the facility licensee has made gaming payments.

SUBJECT: AUDITED FINANCIAL STATEMENT REQUIREMENTS

POLICY

8.1.10 Audited financial statement requirements are as follows:

a) Audited financial statements and management letter/reportable audit findings letter (prepared by the external auditor) of the bingo association must be submitted to AGLC annually, within 120 days of the fiscal year end. These must be prepared by an independent Chartered Professional Accountant (CPA) in good standing. The audited financial statement must identify and report on gaming and non-gaming activities separately.

b) The gaming expense categories used to report the bingo association's annual expenditures on the audited financial statements must be the same as the expense categories specified in the annual budget submission to AGLC (see Subsections 8.1.1 and 8.1.2). It is strongly recommended that the bingo association's monthly bookkeeping records match those same expense categories.

c) The bingo association must also provide within 120 days of fiscal year end:

i) a separate statement reconciling revenue as reported on the financial statement to the total event fee reported on EMS.

ii) a separate statement reconciling actual expenses as reported on the financial statement to the total event fee revenue; and

iii) a facility reserve fund statement providing the current status of the fund along with supporting documentation (e.g. bank statements or confirmations of investment).

d) The recommendations made by the external auditor according to Subsection 8.1.10 f) xiv) must be reviewed by the executive in a timely fashion and each recommendation assessed as to its significance for the bingo association. Each recommendation that the executive determines to be of significant importance and consistent with these policies should be implemented within a reasonable period of time.

e) Financial statements must be prepared on an accrual basis.

f) Without limiting the information contained therein, year-end financial statements must include all of the following:

Statement of Revenues and Expenditures

i) Revenues: there must be a clear distinction between gaming and non-gaming revenues.

- Gaming revenues are any funds paid to the bingo association by its members on an event fee basis and interest earned on funds held in gaming accounts.
- Amounts included in the event fee for an operating reserve fund or facility reserve fund must be appropriated from retained earnings. Funds collected during the year for the operating reserve fund and facility reserve fund must not be included when calculating surplus to return to members. Cash held for such funds must be recognized as restricted cash on the balance sheet and interest earned must be allocated to the corresponding fund.
- Non-gaming revenue is all other forms of income. These must be broken down into the various segments, including but not limited to:
  - sale of merchandise, ink daubers, food, and beverages (or commissions from sales);
  - sale of advertising space either in the hall or publications distributed by the association; and
  - membership fees or fines to members for breaches of bylaws.

ii) Expenditures: there must be a clear distinction between gaming and non-gaming expenses.

- Gaming expenses must be reported utilizing the same categories as the association's annual budget/event fee submission.
- Expenses to be included in the event fee are listed in Subsection 8.1.2 a).

- See Subsection 8.1.2 b) for conditions on event fee expenses.

Balance Sheet

iii) Assets:

- Cash on hand and in bank: refers to all cash on hand, including petty cash and float funds, and bank balance (after adding outstanding deposits and deducting outstanding cheques).
- Restricted cash: any interest earned on restricted cash must remain in its respective fund.
- Term deposits and short-term investments: this must include accrued interest.
- Inventories valued at cost: the cost is likely the most recent cost; includes all bingo paper, and other bingo items and merchandise for resale.
- Pre-paids: these represent expenses paid in advance for the subsequent periods.
- Deposits: those either of a refundable nature or long-term expenses that are paid in advance.
- Accounts receivable: e.g., accrued interest receivable and due from members.
- Fixed assets: account separately for office equipment, bingo equipment, and lease hold improvements. Fixed assets are not amortized over their estimated useful life but instead expensed in the year purchased as they are considered distributable funds to the members.

iv) Liabilities:

- Accounts payable and accruals: represent expenses and current assets acquired but not paid until after the year end.
- Payroll deductions payable: these may be included in accounts payable.

- Due to members: Subsection 8.1.1 m) states: "Within 120 days of the end of the bingo association's fiscal year, any surplus resulting from the actual annual expenses being less than the annual budget must be refunded to the licensed charities." The amount of the surplus is recognized as a liability. A separate schedule must be attached to the financial statements comparing budgeted event fee category to actual event fee category.
- Loans payable: may be required because of equipment acquisitions, leasehold improvements, or extensive start-up costs.
- Member loans payable (non-gaming): Member contributions are funds paid by new members of the bingo association which are repaid to the members upon leaving the bingo association. Notes to the financial statements must disclose the names of each member and amount of contributions owing to that member.

v) Equity:

- Equity in fixed assets: equals the total of fixed assets.
- Surplus (members' equity): represents equity of members in the bingo association.
- The financial statements must present separate disclosure of appropriated surpluses (i.e., facility reserve fund and operating reserve fund) and corresponding interest earned on the restricted funds.

Statement of Equity in Fixed Assets

vi) Opening balance: the ending balance of the previous year.

vii) Additions: fixed assets and leasehold improvements purchased during the year at cost. These include the fair market value of any assets acquired by any other means, e.g., donated or contributed assets.

viii) Deductions: the cost of assets sold, traded, destroyed or disposed of by any other means and which are no longer owned by or of use to the bingo association.

ix) Ending balance: the opening balance of the next year.

Statement of Surplus (Members' Equity)

x) Opening balance: the ending balance of the previous year.

xi) Additions: current year's excess of revenues over expenditures; prior year's adjustments.

xii) Deductions: current year's excess expenditure over revenues; prior year's adjustments.

xiii) Ending balance: the opening balance of the next year.

External Auditor's Report

xiv) The external auditor's report may read in accordance with the applicable framework with any exceptions as described in Note 'X'. Note 'X' will describe any accounting policies that differ from Canadian generally accepted accounting principles.

Management Letter

xv) The external auditor must provide a management letter as an audit supplement, and as a product of the audit results. A copy of any management letter shall be forwarded to AGLC. The letter is addressed to the bingo association and provides comments on:

- results of assessment of internal controls, and recommendations for changes, if any;
- assessment of the organization and systems, and recommendations for change, if any; and
- any other pertinent matters that may have arisen during the course of the audit.

SUBJECT: AUDITED FINANCIAL STATEMENT REQUIREMENTS

GUIDELINES

g) In addition to basic financial documents (e.g., event packages, bank statements, cancelled cheques, invoices, timesheets, etc.) bingo associations should be prepared to provide their external auditor with:

i) copies of development permits, business licences and bingo licences;

ii) the bingo association incorporation documents and bylaws;

iii) list of the bingo association executive members;

iv) list of member licenced charities and their respective representatives;

v) copies of all contracts for facility use, equipment use, and for the providing of supplies and services;

vi) organizational plans for the conduct and management of each event, including:

- role of the bingo association and its representatives;
- duties of all volunteer and hired staff; and
- the bingo program.

vii) house rules and rules of play;

viii) a minute book for all bingo association and executive meetings (if held separately). Minutes should contain resolutions as to:

- the auditor's appointment;
- approval of premises lease agreements;
- major purchases of equipment and leaseholds;
- employees' pay;
- banking resolutions and signing authorities;
- methods of surplus distribution; and
- any other items of overall importance to the bingo association and its members.

ix) EMS reports;

x) event fee approved budget and actual bingo expenditures; and

xi) any other financial records or documents referred to in Subsection 8.1.9 of these policies.

SUBJECT: FIXED FEE

POLICY

(Deleted Nov 2020)

SUBJECT: BINGO EXPENSES

POLICY

(Deleted Nov 2020)

SUBJECT: BINGO EVENT FINANCIAL/INVENTORY CONTROLS

POLICY

(Deleted Nov 2020)

SUBJECT: MANAGING EVENT REVENUE

POLICY

(Deleted Nov 2020)

SUBJECT: POOLING

POLICY

(Deleted Nov 2020)

SUBJECT: FINANCIAL RECORDS AND DOCUMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: EVENT MANAGEMENT SYSTEM (EMS) FINANCIAL DATA

POLICY

(Deleted Nov 2020)

SUBJECT: AUDIT REQUIREMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: AUDITED FINANCIAL STATEMENT REQUIREMENTS

POLICY

(Deleted Nov 2020)

SUBJECT: CHARITABLE RETURN CRITERIA

POLICY

(Deleted Nov 2020)

SUBJECT: GAMING PROFITABILITY REQUIREMENTS

POLICY

8.3.1 As stated in Subsection 1.3.1 c), a guiding principle for gaming in Alberta is that "the financial return to eligible charities from charitable gaming is to be maximized for the benefit of charitable and religious groups, the programs or activities they deliver and the communities in which those programs or activities are undertaken."

8.3.2 All facility licensees must comply with these profitability requirements:

a) a positive contribution to the charity pool from the bingo game over a specified period of time (see Subsection 8.3.6). A positive contribution to the pool is calculated as gross sales (plus cash overages/less cash shortages), less prizes, less total approved expenses;

b) if applicable, a positive contribution to the charity pool from pull ticket sales over a specified period of time (see Subsection 8.3.6). A positive contribution to the pool means gross sales (plus cash overages/less cash shortages), less prizes, less total approved expenses; and

c) if applicable, a positive contribution to the charity pool from KENO through the charity commissions. *(Amended Feb 2021)*

8.3.3 A new facility licence applicant must demonstrate through its business plan that each gaming stream conducted within the facility will meet the profitability requirements.

8.3.4 The facility licensee and the approved hall manager must ensure that the structure of the bingo program, rules of play and the annual budget/event fee (or advance system of paying expenses) will comply with the profitability requirements in Subsection 8.3.2 over the specified period of time (see Subsection 8.3.6).

8.3.5 The facility licensee and the hall manager must regularly monitor gaming operations for each gaming stream throughout the term of the facility licence to ensure compliance with the profitability requirements in Subsection 8.3.2. Where it appears that compliance with the profitability requirements is in question, the facility licensee and hall manager must, within the provisions of these policies, make the necessary operational changes to comply.

8.3.6 AGLC will review compliance with the profitability requirements for each gaming stream conducted within the licensed facility as follows:

a) bingo profitability will be reviewed semi-annually throughout the licence period; and

b) pull ticket profitability will be reviewed semi-annually throughout the licence period;

c) KENO profitability will be reviewed annually (see Subsection 8.3.2 c)).

If warranted, AGLC may alter the period of review.

8.3.7 With respect to bingo and pull tickets, facility licensees that do not meet the profitability requirements over the review period will receive written notification. Licensed charities conducting events within that licensed facility will receive a copy of the notification. The facility licensee must respond in writing within 30 days of the notice date, outlining operational changes to be implemented to meet profitability requirements. The facility licensee will be provided a 90 day period as specified by AGLC to comply.

8.3.8 With respect to bingo and pull tickets, facility licensees that do not meet the profitability requirements in two consecutive review periods must submit a business plan to AGLC, within 30 days of the notice to submit, specifying steps or actions to be implemented to comply with the profitability requirements:

a) the business plan must be reviewed and approved by AGLC;

b) the approved business plan must be presented by the facility licensee within 21 days of AGLC approval at a general bingo association membership meeting to be attended by AGLC; and

c) the facility licensee will be provided a 90 day period as specified by AGLC to comply.

8.3.9 With respect to bingo and pull tickets, failure by the facility licensee to comply with profitability requirements in three consecutive review periods will result in further actions being taken by AGLC up to and including an incident report being submitted for consideration by the Board of AGLC.

8.3.10 The Board may impose sanctions on the facility licensee for non-compliance with the profitability requirements up to and including cancellation of the facility licence.

8.3.11 With respect to bingo and pull tickets, facility licensees that do not meet the profitability requirements in any two review periods within 18 consecutive months are subject to the process described in Subsection 8.3.8.

Note: See Subsection 8.1.5 e) regarding procedures for negative pool balances. Also see Subsections 8.1.1 b), f), and m) regarding event fees and deficit reporting requirements.

SUBJECT: INTRODUCTION

POLICY

8.4.1 The requirements for advertising and promotions are as follows:

a) Advertising refers to the use of media (e.g., newspapers, magazines, radio, television, signage, internet including e-mail messaging, and social media including face book, twitter, etc.) to communicate a message to a wider audience.

b) Promotion refers to any activity within a licensed facility designed to attract new players or to maintain current player levels. Such an activity may include, but is not limited to, a contest, draw, giveaway, reward points program, etc., or similar promotions.

c) The purpose of these policies is to provide parameters under which legitimate licensed facility advertising and promotional activities may take place according to the *Gaming, Liquor and Cannabis Act*, Gaming, Liquor and Cannabis Regulation and AGLC Board policies.

d) These policies are conditions of the facility licence and the terms and conditions of the Lottery Ticket Centre Retailer Agreement.

e) Advertising and promotions for bingo games and bingo schemes are permitted without the prior approval of AGLC, providing the intended activity is covered by, or directly referred to, and comply with, these policies.

f) KENO advertising or promotional schemes must be submitted to AGLC for approval and are subject to the following requirements:

i) any advertising that may be interpreted as an “inducement to play” is not allowed; and

ii) all interior or exterior advertising is subject to review by AGLC prior to placement. KENO retailers should contact AGLC for information and clarification regarding promotional material.

g) Any advertising that does not appear to comply with these policies must be submitted to and approved by AGLC before it may be used.

h) Facility licensees must not provide by themselves or through any third party, any promotional activity which:

   i) alters the elements of chance of any bingo game or bingo scheme;

   ii) provides increased payouts to reward frequent play;

   iii) is game-altering in any way; or

   iv) is illegal.

SUBJECT: BASIC PRINCIPLES

POLICY

8.4.2 The basic principles of advertising and promotions are as follows:

a) Advertising and promotions must be within the limits of good taste and propriety.

b) Advertising must:

i) be accurate and verifiable; and

ii) comply with any requirements of the Canadian Radio-Television and Telecommunications Commission (C.R.T.C.) and any other regulatory body having related jurisdiction.

c) Advertising must not:

i) be targeted at minors;

ii) encourage or promote irresponsible play;

iii) depict excessive or prolonged periods of play of bingo games or bingo schemes;

iv) convey the impression that playing or winning will improve an individual's status or standing; or

v) be used to disparage or discredit another company, business or product.

d) Subject to Subsection 8.4.2. b) ii), the facility licensee has discretion over the size and frequency of print advertisements and the length and frequency of television and radio commercials.

e) Advertising and promotions may focus on any one game or activity in the bingo facility, or any combination of games or activities.

f) All advertising and promotion expenditures must be supported by invoices or similar accounting means, which must be made available to AGLC upon request.

SUBJECT: ELEMENTS OF ADVERTISING AND PROMOTIONS

POLICY

8.4.3 Elements of Advertising and Promotions:

a) Gambling Scenes:

i) activities shown in any advertising using a bingo setting must be within the normal bounds of those that are permitted in the province;

ii) a legal setting must be presented, and only approved bingo games and schemes, pull ticket games, KENO, and non-gaming activities may be shown;

iii) with prior approval of AGLC, gaming activities (i.e. bingo games and schemes, pull ticket games and KENO) within a bingo facility may be filmed or recorded to develop media clips for advertising purposes; and

iv) Media clips, photographs or other representation depicting real life patrons must be in accordance with the *Personal Information Protection Act* (PIPA) of Alberta and other applicable legislation.

b) Minors:

i) advertising must not appeal specifically to minors or be placed in any medium that is targeted specifically to minors;

ii) minors or persons who may be reasonably mistaken for minors may not be depicted in bingo advertisements;

iii) the use or imitation of children's fairy tales, jingles, nursery rhymes, songs, musical themes or fictional characters is not permitted; and

iv) advertising may not be placed at venues (such as sports arenas) which are used primarily by minors.

c) Bingo Games:

i) advertising may focus on any bingo game or bingo scheme, or combination of these, including the use of e-daubers.

d) The following details may be included in the advertising of e-daubers and KENO:

i) availability of e-daubers and KENO;

ii) cost to play e-daubers and KENO;

iii) number of cards that may be played on e-daubers;

iv) play of e-daubers and KENO along with paper bingo; and

v) games that may be played on e-daubers.

e) Personal Endorsements:

i) bingo endorsement by a well-known personality or look-alike should not imply that playing bingo or KENO has contributed to the individual's success;

ii) no well-known personality (e.g., an athlete or a youth-oriented musical group) or look-alike with strong appeal to minors may be used in advertising; and

iii) the age of personalities and their current standing in the public eye should be taken into account when assessing appeal to minors.

f) Cost of Advertising and Promotions:

i) The facility licensee, on behalf of its licensed charities, is responsible for all costs of advertising and promotions. Joint advertising and promotions between the facility licensee and the facility landlord or a third party may be approved as follows:

- the bingo association is responsible for the content and design of the advertising and for all advertising and promotional costs. The landlord may assist in the cost;
- joint advertising and promotions must clearly differentiate between the bingo activities sponsored by the bingo association/facility licensee, and the promotions conducted by the landlord and/or concession operator (even if the bingo association is the landlord or operates the concession);

- the facility licensee may co-sponsor promotional activities with third parties (such as hotel or restaurant); where a facility licensee co-sponsors a promotion or advertising activity, only the facility licensee's costs of the shared activity must be used when accounting for the costs in the annual budget event fee; and *(Amended Nov 2020)*
- a cost breakdown and supporting source documents (receipts) must be kept and accounted for as part of the bingo association's yearly audit.

ii) There is no dollar limit on advertising expenses or costs other than as approved in the facility annual budget. It is up to the facility licensee to outline in its annual operating budget how much will be spent on advertising.

iii) Advertising must be accounted for separately from promotions; any draws, contests, giveaways, or any other promotion permitted as noted below, must be accounted for as a promotion.

g) Free draws, contests, giveaways or similar promotions are allowed provided that a person is not required to play bingo games, pull ticket games or KENO, or to remain in the facility to receive a prize or as a condition of participating in or entering the draw, or other promotion. A facility licensee may require a person to be present at time of draw to receive a prize; however, the time, date and place of the draw must be prominently posted within the licensed facility.

h) Facility licensees or concession operators may provide free refreshments or food to players as a "customer service." These items must be paid for from non-gaming revenue and will not be considered as part of the event fee, for promotions. *(Amended Nov 2020)*

i) Facility licensees must not offer "cash" promotions to players or increase the cash value of a bingo prize or door prize through their promotions budget (event fee/fixed fee).

j) Unless specifically stated, merchandise promotional activities of a total value of under $500, including the distribution of

nominal merchandise type promotions (e.g., coffee mugs, ink daubers, bingo bags, t-shirts, etc.) to bingo players are permitted without prior approval of AGLC if the intended promotional activity is covered by or directly referred to in these policies (e.g., as promotional gifts for out of town players, birthday acknowledgements, etc.).

k) A promotional activity that exceeds $500 in total value must first be approved by AGLC before it may be undertaken.

Note: A promotional activity may be run for one event or for multiple consecutive events/days.

l) Facility licensees may offer player reward programs under the conditions set out in Subsection 8.4.4.

SUBJECT: PLAYER REWARDS POLICY

POLICY

8.4.4 Player Rewards Programs:

a) Facility licensees may use gaming funds from their promotions budget to offer bingo players a rewards program as follows:

i) personal information provided by bingo players for a database (point of sale player tracking or otherwise) must be provided on a voluntary basis and the extent of the intended use of this personal information must be disclosed to the player at the time of application to the rewards program;

ii) facility licensees may award reward points for incidents of bingo play, for example, one point per attendance at the licensed facility. Points must not be awarded on the basis of dollars spent or the number of bingo cards a player has purchased;

iii) reward points:

- must be awarded only once per event per player;
- are non-transferable;
- have no cash exchange value;
- may not be exchanged for free bingo, pull ticket or KENO play;
- players must produce one piece of government issued identification when redeeming points; and
- players must sign for redeemed points.

iv) bingo-related rewards may be paid for with gaming funds from the facility licensee's promotions budget. Points/rewards awarded to players through non-gaming activities (e.g., concession or ink dauber purchases) must be funded with non-gaming funds;

v) players must be provided with the complete information regarding the reward program structure and membership rules. The rules must include details relating to

Subsection 8.4.4 a) iii), details on how points are awarded and redeemed, and any related restrictions;

vi) the facility licensee must maintain complete records of all points awarded and redeemed in each fiscal year for review and audit by AGLC. The facility licensee must ensure that the total points awarded and available for redemption can be funded by gaming funds available or remaining in the annual promotions budget; and

vii) the facility licensee's annual audited financial statements (see Subsection 8.1.10) must clearly identify the annual cost of the reward program, as well as recognize the accrued payable at year-end related to unredeemed reward points.

SUBJECT: INTERPRETATION AND ENFORCEMENT

POLICY

8.4.5 Interpretation and Enforcement:

a) The interpretation and enforcement of these policies are the responsibility of AGLC.

b) The facility licensee is responsible for ensuring advertising meets the requirements of these policies.

c) If a facility licensee has questions or concerns that require interpretation of policies, or is unsure whether its advertising or promotions complies with these policies, the facility licensee should review the matter with AGLC.

d) Failure to comply with the spirit and intent of these policies may result in corrective actions by AGLC, or sanctions by the Board, including but not limited to:

i) the requirement that the facility licensee remove the advertising;

ii) the requirement that all further advertising covered by these policies be submitted in advance to AGLC for approval;

iii) suspension of advertising privileges for specified periods;

iv) warnings; or

v) other sanctions determined by the Board consistent with the *Gaming, Liquor and Cannabis Act*.

Note: Non-compliance with the spirit or intent of these policies may also constitute non-compliance with the terms of the Lottery Ticket Centre Retailer Agreement and result in remedies as provided for in the agreement.

SUBJECT: BASIC REQUIREMENTS

POLICY

9.1.1 The licensed facility must be a permanent facility or located within a permanent facility and be enclosed with solid floor-to-ceiling walls.

9.1.2 In addition to the equipment requirements detailed in Subsection 9.3 and the security requirements detailed in Subsection 9.5, the licensed facility must provide:

a) cash cage area as follows:

i) for facilities not offering e-daubers, a minimum area of 19 square metres (200 square feet) to accommodate a minimum of two Event Management System (EMS) stations, cash counting/advisor area, special game card sales/cash counting area; or

ii) for facilities offering e-daubers, a minimum area of 28 square metres (300 square feet) to accommodate the requirements of Subsection 9.1.2 a) i) plus any additional spacing requirements, as determined by AGLC, necessary to offer e-daubers;

b) bingo paper/inventory storage area accessible from the cash cage area with strictly controlled access;

c) volunteers' personal storage area;

d) caller's stage raised to an appropriate height and situated in an area to provide a clear unobstructed view of the playing area;

e) safe located in either the cash cage area or bingo paper/inventory storage area (see 9.1.2 a) or b));

f) if e-daubers are offered, a separate on-site server room to house the e-dauber system and equipment; the server room must be secured with key controls as provided in Subsection 9.4.35;

g) a secured CCTV monitoring area/room; and

h) a secured CCTV DVR storage area/room.

9.1.3 The use of a Wi-Fi network within the licensed facility must be approved by AGLC. This network must be for non-gaming purposes only, such as for use in the administration office (e.g., staff may use a

wireless network to operate licensed facility laptops, printers and scanners, etc.) and for patrons' personal (non-gaming) use.

9.1.4 Separate washrooms for male and female patrons are to be provided in accordance with the Alberta Building Code. Washrooms must be located within the licensed area; however if the licensed area is within a larger building envelope (e.g. containing a casino facility and a bingo facility), the use of common area washrooms may be acceptable if: they are adjacent to the licensed area, and if travel through another gaming or liquor licensed area(s) or facility is not required to access the common area washrooms.

SUBJECT: POSTINGS AND SIGNS

POLICY

9.2.1 The facility licensee must post in a prominent place in the licensed facility the current:

a) facility licence;

b) licensed charity's bingo licence "hall copy;"

c) rules-of-play;

d) facility licensee house rules;

e) pull ticket licence (if applicable);

f) pull ticket house rules (if applicable);

g) responsible gambling poster;

h) gaming irregularities poster;

i) video surveillance poster;

j) rules of play for the linked bingo game (if applicable); and

k) any other document or information that the Board of AGLC or AGLC requires to be posted.

9.2.2 The facility licensee must post, at all entrances of the facility and clearly visible to all patrons (see Section 3.10 Minors):

a) a "Minors Not Allowed to Play Bingo" sign; or

b) if applicable, a "Minors Not Allowed to Play Bingo and KENO" sign; and

c) a "Minors Prohibited" sign (only applicable to licensed facilities that offer e-daubers).

SUBJECT: BINGO EQUIPMENT

POLICY

9.3.1 Paragraph 207 (4) (c) of the *Criminal Code* (Canada) provides that a lottery scheme offered under 207 (1) (b) of the Code (which in Alberta includes bingo) may not be operated on or through a computer, video device or slot machine.

9.3.2 Equipment that may be affected by the condition of Subsection 9.3.1 must be submitted for review by AGLC, and must be approved by AGLC before it may be used at an event.

9.3.3 The *Criminal Code* (Canada) allows the provincial government to operate a lottery scheme on or through a computer, video device or slot machine. In Alberta, such lottery schemes are provincial lotteries conducted by AGLC on behalf of the government according to provisions of the *Gaming, Liquor and Cannabis Act*.

9.3.4 The licensed facility must provide bingo equipment (owned or leased by the facility licensee), meeting industry standards, as follows:

a) EMS;

b) blower(s);

c) flashboards;

d) T.V. monitors;

e) audio/video recording equipment with the capability to store 31 days of events internally (e.g. on an internal hard drive) or externally (e.g., on VCR tapes, DVDs, etc.); and

f) video camera focused directly on the ball chute of each blower.

Note: All bingo equipment, excluding equipment required for audio/video recordings (see Section 9.5), in a licensed facility must be supplied by or purchased from a registered gaming supplier. *(Amended Nov 2020)*

9.3.5 All bingo equipment:

a) must be kept clean and in good repair; and

b) repairs or modifications must be completed only by the manufacturer or registered gaming supplier (excluding equipment required for audio/video recordings (see Section 9.5)). *(Amended Nov 2020)*

9.3.6 Only one set of bingo balls per blower must be used at any time. Callers must not be assigned individual sets of balls. Bingo balls must be:

a) of equal weight and size;

b) kept clean at all times;

c) in good condition and free from cracks, indentations or other imperfections; and

d) of a different colour for each letter group.

9.3.7 The facility licensee must use an Event Management System (EMS) to track overall card inventory and the issuing of inventory to the event, track and report event sales, verify winning cards during the event, and record and report prizes.

9.3.8 The facility licensee's designated EMS administrator(s) must ensure that EMS security access rights assigned to each individual user of the system permits access only as required by that individual to perform his or her position duties.

9.3.9 Approved users of the facility EMS must, at all times, keep their EMS security access password confidential and not allow any other individual to access or use EMS under their security password.

9.3.10 To ensure the bingo equipment is in proper working order, various checks must be completed prior to the start of each event by the caller, bingo chairperson or paymaster, and a player, as indicated in the following chart:

Equipment Checks	Caller	Chairperson or Paymaster	Player
a) Turn on all flashboards, televisions and bingo machines. Press the test button on bingo machine to ensure all numbers on flashboards light up. Replace bulbs as required.	X		
b) Ensure all balls are facing up in the ball pocket tray, so the letter/number combination can be seen and that no duplicate ball numbers are present.	X	X	X
c) Test blowers and mixers on all bingo machines by drawing at least three balls. (Note: If a ball needs replacing during the event, the caller must replace the ball in plain view of players.)	X	X	
d) Turn on sound equipment and test to ensure it is in proper working order. Test all volunteer microphones (where applicable) to ensure they are in proper working order.	X	X	
e) Turn on cameras and audio and video recording equipment. Record for 30 seconds and review the recording to ensure the equipment is in proper working order.	X	X	
f) Turn on linked game receiver (where applicable).	X	X	

9.3.11 The use of an EMS verification unit approved by the AGLC is mandatory in all licensed facilities.

a) the verification unit must be used with an audio/video recording system. The entire event must be audio/video recorded using the system. Facility licensees must ensure that a copy of the event recording is kept for a minimum of 31 days after the event;

b) the facility licensee must ensure that the verification unit is in proper working condition, and must ensure the unit is regularly checked and maintained according to the manufacturer's specifications; and

c) the caller must:

i) operate the verification unit according to these policies; and

ii) at no time during the event turn off the audio portion of the recording of the verification process or prevent any portion of an event from being audio/video recorded (see Subsection 9.3.11 a)). If there are no bingo activities of any kind taking place during the period of intermission, the caller may turn off the audio/video recording for the duration of the intermission. However, the caller must ensure the equipment is reactivated to continue audio/video recording the balance of the event.

9.3.12 Only AGLC may approve gaming supplies (excludes normal office supplies), equipment and devices to be used in the conduct of bingo and pull ticket games. Any proposals for bingo gaming equipment and supplies must be made by the gaming supplier directly to the AGLC for the AGLC's approval. Costs associated with the approval process may be the responsibility of the gaming supplier.

a) the criteria for approval of bingo gaming equipment and supplies may include, but are not limited to, the following:

i) AGLC testing of functionality and integrity;

ii) third party testing;

iii) an assessment of market demand; and

iv) an assessment of costs and returns to licensed charities.

b) the gaming supplier will be notified by the AGLC if its proposal is approved.

Note: The supplier must be a registered gaming supplier before the AGLC may grant final approval to its proposal;

c) if the proposal is rejected, the gaming supplier will be notified by the AGLC as to why its proposal was rejected.

SUBJECT: ELECTRONIC DAUBERS

POLICY

GENERAL

9.4.1 "Electronic dauber" or "e-dauber" refers to any electronic unit that, upon a player's activation, assists the player to play bingo games during an event by electronically:

a) marking or daubing bingo card faces;

b) monitoring the card faces purchased by the player against the called numbers and bingo pattern(s) in play; and

c) alerting the player of a potential win(s).

9.4.2 Among its features, an e-dauber:

a) displays the faces of the bingo cards purchased by a player for an event;

b) must be activated by the player as numbers are called by the caller, e.g., by pressing a button on the unit to daub the card faces as appropriate;

c) monitors the card faces against the bingo pattern in play and alerts the player of a potential winning bingo(s); and

d) must keep track of the bingo card faces purchased and played by the player who uses the e-dauber.

9.4.3 The term "E-dauber system" in Section 9.4 refers to all the equipment, components and elements that enable e-daubers to function in a licensed facility and which records all the card faces played using e-daubers during an event. This system includes but is not limited to:

a) e-daubers;

b) on-site server(s);

c) e-dauber related programming;

d) EMS; and

e) any and all other related components, equipment and elements.

9.4.4 Further to Subsection 9.4.3, each component of the e-dauber system, any ancillary equipment and all related software must:

a) be certified by an accredited testing facility (as defined in Section 1.1) and approved by AGLC before it may be used in the operation of an event;

b) be obtained from an AGLC registered gaming supplier;

c) comply with the standards set out in AGLC EMS and e-dauber technical standards; and

d) be operated according to the registered gaming suppliers' equipment and environment specifications for their proper functioning.

9.4.5 The equipment and software referred to in Subsection 9.4.4 may be subject to periodic inspection by AGLC.

LIMITATIONS

9.4.6 E-daubers are permitted only in licensed bingo facilities for use in the conduct of a charitable gaming event under a charitable bingo licence issued pursuant to Section 207 (1) (b) of the *Criminal Code* (Canada).

9.4.7 E-daubers may only be used to play bingo games and bingo schemes of a licensed facility's bingo program; they may not be used to play other games or for play-on-demand style electronic games that fall under the authority of Section 207 (1) (a) of the *Criminal Code* (Canada).

9.4.8 The e-dauber must not be programmed to automatically:

a) daub a bingo card; or

b) notify the caller of a bingo win.

9.4.9 It is the responsibility of the player to:

a) activate the e-dauber as numbers are called by the caller, e.g., by pressing a button on the unit, to daub the card faces as appropriate; and

b) declare a bingo when the e-dauber alerts the player that a bingo was achieved.

9.4.10 The licensed charity that offers e-daubers to players:

a) is responsible to operate the e-dauber system on-site in the licensed facility;

b) must operate the e-dauber system within its licensed facility only (e.g., it cannot be part of the bingo program of other licensed facilities except for AGLC-approved linked bingo game); and

c) must ensure that volunteers are trained in the use of e-daubers.

9.4.11 The facility licensee that offers e-daubers through its bingo program:

a) must ensure that paid staff are trained in the use, and basic daily maintenance (such as cleaning), of e-daubers and related equipment; and

b) may, based on its own assessment of market demand and viability, offer bingo with the use of e-daubers only during events (i.e., without paper cards).

9.4.12 The licensed charity must:

a) ensure that an e-dauber player is limited to the use of one e-dauber unit at any time during its event; and

b) inform players who use an e-dauber (e.g., with poster, tent card, instruction card, etc.):

i) about how to use the e-dauber, including how to activate the unit to daub the player's card faces as numbers are called by the caller, e.g., by pressing a button on the unit to daub the card faces as appropriate.

9.4.13 The facility licensee's bingo program and rules of play may only offer bingo games or bingo schemes on an e-dauber that will, in all operational aspects, be recognized by the e-dauber unit or EMS equipment (including the bingo game or bingo scheme verification function/module which is used by the caller to verify a declared bingo).

E-DAUBER CARD FACE PURCHASES AND USER FEE

9.4.14 An e-dauber is limited to a maximum total of 99 card faces at a time for a bingo game; a licensed facility may set a lower maximum limit of card faces that may be played on an e-dauber.

9.4.15 Purchases of bingo card faces for the e-dauber may be provided:

a) at the cashier station in the licensed facility; or

b) an e-dauber by a player using their purchased electronic account; or

c) from a player-operated (self-serve) account play kiosk (see also 9.4.20); or

d) from floor sellers who may offer additional account play sales through an approved remote sales unit.

9.4.16 The e-dauber must not be programmed to accept payment of any kind.

9.4.17 The facility licensee may charge a player a user or rental fee for the use of an e-dauber to offset the event fee expense related to the cost of the e-dauber system. Such user or rental fee is considered to be additional event revenue and must be included in the event deposit (see Subsection 8.1.2 a) ii)).

ACCOUNT PLAY

9.4.18 A facility licensee that offers e-daubers in its bingo program may establish account play (see definition of account play in Section 1.1) for players of e-daubers.

9.4.19 With account play, e-dauber prizes are paid directly to the unit and added to the player's account balance.

9.4.20 An electronic account for e-dauber account play may only be purchased by a player:

a) at the cashier station in the licensed facility; or

b) from a player-operated (self-serve) account play kiosk that accepts cash only as payment; or

c) from floor sellers who may offer additional account play sales through an approved remote sales unit.

9.4.21 Additional account play sales may be offered from floor sellers through an approved remote sales unit.

9.4.22 The facility licensee must establish a house rule requiring that any player's account play balance be cashed out by the player by the end of the last event of the day.

9.4.23 The facility licensee must develop detailed procedures for account play balances and submit them to AGLC for review before implementing them; at a minimum these procedures must cover the following:

a) that any account play balance of a player must be cashed out by the player as provided in 9.4.22;

b) that any account play balance which is not cashed out as provided in 9.4.22 is considered an outstanding account play balance that is due and owing to the player upon proof of ownership;

c) how any and all outstanding account play balance(s) will be dealt with (e.g., deposited in a separate bank account);

i) if the funds of an outstanding account play balance are to be deposited in a trustee account then AGLC must review and approve the account in advance;

d) a reasonable period of time within which a player must claim an outstanding account balance before it becomes the property of the licensed charities (subject to any provincial legislation that may apply); and

e) the proof required by a person who claims an outstanding account play balance, to show that he or she is entitled to it (e.g. valid sales receipt with player ID number).

9.4.24 Any outstanding account play balance that remains unclaimed after the period of time as provided under Subsection 9.4.21 d) must become the property of the licensed charities of the bingo association and the funds deposited in their pooling account; any other use of the funds is prohibited.

9.4.25 The facility licensee's rules for account play, including those related to outstanding account play balances, must be described in the

licensed facility's house rules or posted elsewhere (e.g. in a poster that is accessible to all players who use e-daubers).

DISCREPANCIES OR MALFUNCTIONS

9.4.26 The facility licensee must ensure continuous and uninterrupted play for players of e-daubers during events (i.e. produce a backup of all e-dauber play information, and any account play activities and balances during events). Any method the facility licensee may wish to adopt to ensure continuous and uninterrupted play must be approved in advance by AGLC.

9.4.27 If a player's e-dauber loses power or malfunctions during an event and must be disabled, then:

a) the licensed charity may provide the player with a working e-dauber unit to continue play from where play had left off; and

b) if the licensed charity is not able to provide a player with a working e-dauber, must print the e-dauber player's bingo card faces on paper to enable the player to manually continue play from where play had left off.

9.4.28 If there is a discrepancy between an e-dauber and EMS verifier, a ball tray manual callback is required.

9.4.29 Play on an e-dauber that appears to be malfunctioning must be reported immediately to staff of the licensed facility who in turn must immediately report the incident to AGLC (see Subsection 1.6 for contact information) and report the malfunctioning unit to the supplier.

9.4.30 Any player involved with an e-dauber dispute must be provided with the Gaming Irregularities telephone number (see Subsection 1.6).

INTEGRITY OF THE E-DAUBER SYSTEM

9.4.31 AGLC inspectors will conduct an on-site inspection to determine if the proposed location of the e-dauber system and EMS computer system meets security and facility requirements. Inspectors will conduct regular inspections and inform licensed facility staff on all aspects of security.

9.4.32 The facility licensee is responsible for:

a) maintaining the integrity and secure operation of the e-dauber system in its licensed facility; and

b) ensuring EMS is properly scheduled to match events in its bingo program.

9.4.33 Only registered gaming suppliers approved by AGLC may install, maintain, upgrade or repair an e-dauber or any other part of the e-dauber system in a licensed facility. However, a licensed facility's registered gaming workers may perform basic day-to-day maintenance of e-daubers, e.g. keeping the units clean.

9.4.34 The e-dauber system installed at a licensed facility must be able to automatically erase all bingo card faces stored in e-daubers upon turning off the devices:

a) after the last bingo game of the event has been played; or

b) by some secondary timing or clearing method.

9.4.35 Licensed facilities offering e-daubers must provide strict access controls to a dedicated server room that contains the e-dauber system server and EMS server. The e-dauber system server must also be physically secured (e.g. in a locked server rack or cabinet).

a) in this regard, the licensed facility must have strict controls over keys (which in this subsection includes physical keys as well as any entry or access codes) to access the server room and the secured server rack, including the following:

i) keys to access the server room and secured server rack must be restricted to AGLC inspectors, hall managers, advisors on duty or designated executive members when needed (see Subsections 9.5.5 a) through to i));

ii) the physical keys must be stamped with an identifying number that is traceable to the holder;

iii) a key control log that tracks the assignment of the server room and secured server rack key(s) must be maintained by the hall manager (see the Sample Bingo Server Room Key Control Log in Section 12);

iv) extra physical keys must be securely locked away;

v) lost physical keys must be reported immediately to the hall manager who, within 24 hours of the report of lost keys, must submit a discrepancy report to AGLC and arrange for the door lock and server rack lock to be re-keyed;

vi) all the physical keys must be returned to the hall manager when no longer required; and

vii) hall managers must maintain a key distribution list consisting of the name of each individual who is in possession of a server room and server rack key, their position, the key identification number, the date the key was assigned or returned, and the signature of the individual who received or returned the key. This list and any amendments to the list (adding or deleting individuals) must be submitted to AGLC (see Section 1.6 for contact information).

9.4.36 A licensed facility's e-dauber system must conform to all policy requirements of the financial/inventory control system. These requirements include but are not limited to:

a) producing a hard copy report or electronic report of:

i) all sales for the games played using e-daubers during an event;

ii) all balls called for each game during the event;

iii) all bingos verified during the event including the card number and the card's prize value;

iv) all winning bingo card faces and prizes paid out for games played using e-daubers in an event;

b) retaining all records for the required length of time, as provided in Section 8 - Financial; and

c) producing the reports, records or related information mentioned in Subsection 9.4.34 to AGLC upon request.

SUBJECT: MINIMUM SECURITY STANDARDS

POLICY

9.5.1 All licensed facilities must meet the following minimum security standards:

a) robbery procedures poster visibly posted (for paid staff and volunteers) within all enclosed cash counting areas;

b) telephones in cash areas, including teller wicket and count room (if applicable);

c) height markers installed at all facility entrances and exits, the entrance to the cash cage area and inside the cash cage window area;

d) enclosed permanent wickets (e.g., glass, plexi-glass or bars) must be installed in the cash cage area and in all cash handling areas;

e) access doors to the cash cage must be equipped with a peep hole, be securely locked and dead-bolted at all times, or controlled by electric buzzer switch from within the cash cage. This applies to cash handling and bingo card counting areas. Access to the cash cage is limited to those individuals stated in Subsection 9.5.4 a). Cash must always be counted in these locked areas, out of sight of the general public;

f) cash handling areas, cashiers' area and caller's stage to be equipped with a silent externally-monitored robbery alarm system;

g) intrusion alarms/motion detectors must be installed; these are to be operational during silent hours;

h) a surveillance plan that includes:

i) a floor plan of the gaming, cashier and cash-handling areas of each location, showing the placement of all surveillance equipment as required in this Section (9.5); and

ii) a description of the surveillance equipment and its capabilities for each location, including the types of activities that are recorded and the periods of time for which the recordings of activities are kept;

i) colour closed-circuit television (CCTV) cameras and recording equipment must be installed as follows:

i) colour CCTV system with all cameras linked to secure areas including a secured CCTV monitoring area/room and a secured CCTV DVR storage area/room; other links with the licensed facility may only be made to the secure area(s) with AGLC prior approval;

ii) all cameras must be linked to video recorders direct or via quad or matrix switchers and be recorded in real time, 30 images per second for all cashier stations and 15 images per second for all other areas, with date and time generation. Digital recording units must meet the following AGLC minimum standards: *(Amended Nov 2020)*

- the digital video recording device (DVRD) with a minimal pixel image common interchange format (CIF);
- the DVRD must provide seven days of continuous storage for each and all cameras attached to it;
- the DVRD may house a built-in security data container (SDC) or utilize external storage devices such as a network attached storage (NAS) device or redundant array of independent disks (RAID) attached storage; and
- the DVRD must archive information data to a CD, DVD or flash drive in compressed format that may be authenticated. A viewing or playback tool must also be available to review this video, as well as a method for ensuring the authenticity of the video excerpt(s);

iii) a minimum of one colour monitor (48 cm (19 inch) or larger) and full screen viewing capabilities must be used-public or player viewing of the monitor is not allowed;

iv) stationary camera with a minimum of 480 lines of resolution and that provides clear identification of staff, volunteers and patrons or players must be installed so

there is complete, full-time coverage of each entry/exit (not required for emergency-only exits);

v) a dedicated stationary camera with a minimum of 480 lines of resolution and that provides a clear identification of staff and volunteers, and avoids any blind spots, to be situated overhead of:

- each cashier's position and supplemented by a secondary camera to capture a clear and unobstructed view of players or patrons, so they may be clearly identified;
- the cash cage and separate cash handling areas;
- the safe;
- the caller's stage; and
- the server room;

vi) cameras may be recording with time lapse or motion sensitive activation (minimum of 15 images per second) when the bingo facility is closed; and

vii) all equipment must be maintained and in proper working order; AGLC must be notified immediately if CCTV coverage falls below these minimum standards;

j) counterfeit money handling procedures as stated in Section 1.10 must be posted in all cash handling areas; and

k) posters as provided by AGLC advising patrons, paid staff, and volunteers that the licensed facility is subject to periodic surveillance.

9.5.2 The facility licensee or a licensed charity must immediately notify the AGLC Hotline (see Section 1.6 for contact information) if it suspects or has evidence of the following:

a) cheating at play;

b) theft by players, patrons, volunteers or staff;

c) robbery or attempted robbery;

d) passing of counterfeit money;

e) any breach of security or procedures; or

f) any other activity which is inconsistent with, or in contravention of, these policies.

9.5.3 Any video or digital recordings related to the activities listed in Subsection 9.5.2 must be retained until directed otherwise by an AGLC investigator or inspector.

9.5.4 The facility licensee and hall advisor must ensure access to the cash cage area during an event is limited to: *(Amended Nov 2020)*

a) bingo chairperson;

b) hall advisor;

c) assistant hall advisor;

d) hall manager;

e) assistant hall manager;

f) pull ticket manager;

g) paymaster;

h) cashier(s);

i) special games controller(s);

j) other volunteers, the caller, EMS administrator and pull ticket sellers, when their duties require their presence;

k) bingo association`s executive officers only when carrying out licensee business which is relevant to activities taking place at the event being conducted;

l) security guards, only in emergency situations; and

m) authorized officials of AGLC upon presenting AGLC identification.

9.5.5 The facility licensee must ensure access to the server room(s) is restricted to the following individuals:

a) hall manager;

b) assistant hall manager;

c) EMS administrator(s);

d) authorized officials of AGLC;

e) facility service personnel, who must be accompanied by authorized licensed facility staff;

f) vendor technicians, who must be accompanied by authorized licensed facility staff;

g) bingo association executive officers, but only if they are carrying out facility licensee business that is relevant to the activities occurring at the event being conducted at the time; *(Amended Nov 2020)*

h) hall advisor; and

i) assistant hall advisor.

9.5.6 The facility licensee, and specifically its hall manager and EMS administrator(s), are responsible to ensure that the policies related to secured EMS access are followed (refer to Subsections 9.3.8 and 9.3.9).

SUBJECT: LICENSED FACILITY EXPANSION OR RELOCATION - GENERAL

POLICY

9.6.1 Approval of an expansion or licensing of a relocation of an existing licensed facility in a specified community may only be issued after all the respective requirements in Sections 9.6, 9.7 and 9.8 have been met.

9.6.2 An application for the expansion or relocation of an existing licensed facility in a community within a market area is initiated by a facility licensee.

9.6.3 In Sections 9.6, 9.7 and 9.8, a community refers to:

a) a municipality as defined under the *Municipal Government Act* (Alberta), meaning:

i) a city, town, village, summer village, municipal district or specialized municipality;

ii) a town under the *Parks Towns Act* (Alberta); or

iii) a municipality formed by special Act; or

b) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

c) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC) located within the provincial boundaries of Alberta.

9.6.4 In Sections 9.6, 9.7 and 9.8 a council refers to the council of:

a) a city, town, village, summer village, municipal district or specialized municipality;

b) a town under the *Parks Towns Act* (Alberta);

c) a municipality formed by special Act;

d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

e) an Indian reserve as determined by Indigenous and Northern Affairs Canada (INAC) located within the provincial boundaries of Alberta.

9.6.5 The facility licensee must bear all costs or expenses associated with their interest in expansion or a relocation of the licensed facility.

9.6.6 AGLC will not assume any of the costs, expenses or liabilities associated with a licensee's application in expanding or relocating a licensed facility.

9.6.7 A new or relocated licensed facility requires a new facility licence. Only after a new facility licence is issued may gaming activities be permitted in the facility.

9.6.8 An approval issued by the Board of AGLC must be obtained prior to a facility licensee making significant financial commitments or investing gaming revenue to accommodate a proposed relocation.

SUBJECT: EXPANSION OF A LICENSED BINGO FACILITY

POLICY

9.7.1 In this section, "expansion" means the significant physical expansion of the gaming and non-gaming areas in a licensed facility as determined by AGLC. Such expansion may include an increase in the building envelope or its outer dimensions (for facility renovations including structural changes see Section 9.9).

Note: A building envelope refers to the outer perimeter of the building in which an existing licensed facility is located and includes space rented, leased, subleased, sold or otherwise provided to others in the same building. A building's outer dimensions refer to the building height as well as its envelope.

9.7.2 Approval for the expansion of an existing licensed facility may only be issued after the requirements in the following steps are completed in order:

1. Initial Assessment;
2. Community Support; and
3. Approval.

9.7.3 If at any time the facility licensee decides it no longer wishes to pursue the application for the expansion of its facility, it must notify AGLC in writing of its decision to withdraw the application.

STEP 1 – INITIAL ASSESSMENT

9.7.4 A facility licensee initiates Step 1 – Initial Assessment by providing to AGLC a proposal in writing for the expansion of an existing licensed facility.

9.7.5 The proposal must contain all required information related to the expansion of the licensed facility, including, but not limited to:

a) a detailed description of the proposed expansion, including all gaming and non-gaming areas that will be affected;

b) a market assessment, including:

i) a three year revenue forecast, including:

- gaming and non-gaming revenue sources (e.g., lottery booth, merchandise sales, concession food and beverage services, etc.);

- methods and assumptions used in the market assessment; and
- a risk assessment;

ii) a marketing plan describing how both the financial and non-financial goals will be achieved; and

iii) the estimated economic impact to community (e.g., jobs, tax revenue);

c) the physical design of the facility, including:

i) legal address, site plans, drawings, blue prints, etc.;

ii) the impact on traffic and parking in the area;

iii) a description of any additional amenities to the bingo, such as a lounge with VLTS;

iv) a description of the facility's security features as outlined in Section 9; and

v) a breakdown of the construction costs and schedule and details on who is paying for these costs;

d) a three year business plan, including:

i) pro forma financial statements, including:

- both income and balance sheet statements;
- revenue streams broken down by gaming and non-gaming activities;
- operational expenses categorized and described in detail; and
- a set of statements for the bingo's operations and a combined set of statements for entire facility if other amenities exist in the facility;

ii) three year cash flow projections and sensitivity analysis of projections, including the:

- total financing costs;
- terms of financing;

- total capital (construction) and operational costs; and
- if financing is required, who will be the lender, and what are the terms of the credit agreement, etc.

Note: Any change to the legal structure or financial interests of the licensee will be subject to AGLC background checks.

9.7.6 Upon receipt of a proposal, which meets all the requirements in Section 9.7, AGLC will assess and validate the information to determine whether the proposed expansion has merit.

9.7.7 The assessment process will take into consideration factors such as, but not limited to, the following:

a) impact to charities and gaming proceeds should the proposed licensed facility expansion take place;

b) cannibalization of gaming revenues in the market area and surrounding areas resulting from the proposed licensed facility expansion; and

c) impact to existing gaming facilities (e.g., RECs, video lottery retailers, bingo and casino facilities) in the existing market area.

9.7.8 The facility licensee will be advised if its submission is determined to have merit based on AGLC's assessment of the:

a) completeness and accuracy of information in the submission;

b) the feasibility of the proposed expansion of the facility;

c) benefit to charities due to the proposed expansion of the bingo facility;

d) projected gross gaming revenue. A significant proportion of the gross gaming revenue to be generated by the proposed expansion is expected to be new gaming revenue and will not be drawn from other existing or approved gaming facilities; and

e) impact on the viability of existing or approved gaming facilities.

Note: An initial assessment that deems the expansion of an existing licensed facility to have merit does not assure the level of success or support of the licensed facility expansion.

9.7.9 If AGLC deems the expansion to have merit, Step Two Community Support may be initiated.

9.7.10 A proposal deemed to have merit shall not be considered or promoted as an endorsement by AGLC of an expansion of the licensed facility.

9.7.11 If AGLC deems the proposed expansion not to have merit, the approval process concludes and the expansion will be rejected.

9.7.12 The facility licensee who submitted a proposal that has been rejected by AGLC will be advised in writing of:

a) the reason(s) for the decision; and

b) the process to appeal AGLC's decision.

STEP 2 – COMMUNITY SUPPORT

9.7.13 Following from Subsection 9.7.9, AGLC may consider the views of the community including the views, if any, expressed by a council in relation to a proposed licensed facility expansion. AGLC may refuse to approve a proposed bingo facility expansion at any time throughout the process if it is of the view that the community is not in favour.

9.7.14 AGLC will:

a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed expansion; and

b) consider any written response of council respecting its views on the proposed expansion of the licensed bingo facility in the community.

9.7.15 AGLC will not consider any conditions placed on or attached to a council resolution respecting a licensed facility expansion in the community.

9.7.16 Applicants are required to issue a public notice in the community advising the community of the proposed licensed facility expansion in the community. The advertisement must:

a) specify the addresses within the community affected by the licensed facility expansion;

b) be approved by AGLC for its content and layout prior to being published; and

c) be published in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published and circulated in the community where the licensed facility is located.

9.7.17 Following from Subsection 9.7.16, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

9.7.18 If the council is silent and there is no significant demonstrated opposition respecting the licensed facility expansion in the community, AGLC at its discretion may decide to continue the approval process.

9.7.19 If AGLC at its discretion decides to continue the approval process, Step Three Approval may be initiated.

9.7.20 If AGLC at its discretion decides to conclude the approval process for the expansion of the bingo facility in the community, the process shall conclude.

9.7.21 The facility licensee who made application for the expansion of the licensed facility will be advised by AGLC in writing of:

a) the reason(s) for the decision; and

b) the process to appeal AGLC's decision.

STEP 3 – APPROVAL

9.7.22 Following from Subsection 9.7.19, AGLC will make a determination respecting the approval of the proposed expansion of a licensed facility.

9.7.23 AGLC may approve the proposed expansion of a licensed facility if the facility licensee has met all of the other requirements in Section 9.7 and can:

a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;

b) demonstrate compliance with all provincial and federal legislation, regulation and policies;

c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the expansion and produce any permits, licences or authorizations necessary to operate; and

d) produce a copy of an executed lease (should be executed after approval is received), rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to Section 14 of the Gaming, Liquor and Cannabis Regulation).

9.7.24 If AGLC decides to approve the expansion of the licensed facility, AGLC will advise the facility licensee in writing it can proceed with construction.

9.7.25 AGLC may at its discretion refuse to approve an proposed expansion of a licensed facility if:

a) the facility licensee has:

i) misled AGLC; or

ii) provided inaccurate or incomplete information respecting the expansion; or

b) the proposed expansion does not comply with the approved structure and facility requirements; or

c) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or

d) there is a substantial change to the market.

9.7.26 If AGLC does not approve the proposed expansion of the licensed facility under the authority of Subsection 9.7.25, the facility licensee will be advised in writing of:

a) the reason(s) for the decision; and

b) the process to appeal AGLC's decision.

9.7.27 If the facility licensee disagrees with the decision of AGLC, it may appeal the decision in writing as follows:

a) AGLC's Vice President of Regulatory Services will consider the letter of appeal from the facility licensee. If the appeal is

rejected, the licensee will receive a letter outlining the reason for the decision;

b) if the facility licensee disagrees with the decision of the Vice President of Regulatory Services, it may further appeal the decision in writing to AGLC's Chief Executive Officer; and

c) the Chief Executive Officer will consider the letter of appeal from the facility licensee. If the appeal is rejected, the facility licensee will receive a letter outlining the reason for the decision.

SUBJECT: RELOCATION OF A LICENSED BINGO FACILITY

POLICY

9.8.1 In this section, “relocation" means the relocation of an existing licensed facility for the purpose of serving its existing player base or market area; or capturing a new or different player base or market area as determined by AGLC.

9.8.2 A facility licensee may apply to relocate if there are no significant changes to the membership of the bingo association affiliated with the licensed facility, or to the bingo program or financial/inventory control system. If there are significant changes, AGLC may consider the application to relocate as an application for a new facility and require that additional information be provided.

9.8.3 Approval for or licensing of the relocation of an existing licensed facility may only be issued after the requirements in the following steps are completed in order:

1. Initial Assessment;
2. Community Support; and
3. Approval and Licensing

9.8.4 If at any time the facility licensee decides it no longer wishes to pursue the application for the relocation of the licensed facility, it must notify AGLC in writing of its decision to withdraw the application.

STEP 1 – INITIAL ASSESSMENT

9.8.5 A facility licensee initiates Step 1 – Initial Assessment by providing to AGLC a proposal in writing for the relocation of an existing licensed facility.

9.8.6 The proposal must contain all required information related to the relocation of the licensed facility, including, but not limited to:

a) a market assessment, including:

i) a description of the proposed market area (including a map);

ii) a three year revenue forecast, including:

- revenue sources (bingo and other revenue sources, such as concession food and beverage services, lottery booth, merchandise sales, etc.);
- methods and assumptions used in the market assessment; and
- a risk assessment;

iii) a marketing plan describing how both the financial and non-financial goals will be achieved; and

iv) the estimated economic impact to the community (e.g., jobs, tax revenue);

b) the physical design of the new licensed facility, including:

i) the legal address, site plans, drawings, and blue prints, etc.;

ii) the impact on traffic and parking in the area;

iii) a description of any additional amenities to the bingo operation such as concession food and beverage services, and any other gaming or non-gaming activities or separate business entities located within the building envelope;

iv) a description of the facility's security features; and

v) a breakdown of the construction costs and schedule;

c) a three year business plan, including:

i) pro forma financial statements, including:

- both income and balance sheet statements;
- revenue streams broken down by gaming and non-gaming activities;
- operational expenses categorized and described in detail; and
- a set of statements for bingo's operations (gaming and non-gaming) and a combined set of statements for the entire licensed facility if

other amenities will exist in new licensed facility;

ii) three year cash flow projections and sensitivity analysis of projections, including the:

- total financing costs (including details of the lender and terms of the credit agreement, etc.);
- terms of financing; and
- total capital (construction) and operational costs.

Note: Any change to the legal structure or financial interests of the facility licensee will be subject to AGLC background checks.

9.8.7 The physical location and legal address of the proposed new facility is submitted as part of the application. It must remain unchanged throughout the process.

9.8.8 AGLC does not require municipal land use, zoning and development approval for the purposes of the initial assessment. Applicants should defer seeking appropriate municipal approvals until advised in writing by the Board as provided for in Subsection 9.8.31.

9.8.9 Upon receipt of a proposal, which meets all the requirements in Subsection 9.8, AGLC will assess and validate the information to determine whether the proposed relocation has merit.

9.8.10 The assessment process will take into consideration factors such as, but not limited to, the:

a) impact to charities' events and gaming proceeds in both the existing and new market areas should the proposed bingo facility relocation take place;

b) cannibalization of gaming revenues in the proposed new market area and surrounding areas; and

c) impact to existing gaming facilities (i.e., RECs, video lottery retailers, bingo and casino facilities) in the proposed new market area.

9.8.11 The facility licensee will be advised if its submission is determined to have merit based on AGLC's assessment of the:

a) completeness and accuracy of information in the submission;

b) feasibility of the proposed new facility;

c) benefit to charities due to the proposed relocation of the licensed facility;

d) projected gross gaming revenue. A significant proportion of the projected gross gaming revenue to be generated by the proposed new facility is expected to be new gaming revenue and will not be drawn from other existing or proposed gaming facilities; and

e) impact to the viability of existing or approved gaming facilities.

9.8.12 An initial assessment that deems the relocation of an existing licensed facility to have merit does not assure the level of success or support of the bingo relocation.

9.8.13 If AGLC deems the relocation to have merit, Step Two Community Support may be initiated.

9.8.14 A proposal deemed to have merit shall not be considered or promoted as an endorsement by AGLC of a relocation of the licensed facility.

9.8.15 If AGLC deems the proposed relocation not to have merit, the approval process concludes and the relocation will be rejected.

9.8.16 The facility licensee who submitted a proposal that has been rejected by AGLC will be advised in writing of:

a) the reason(s) for the decision; and

b) the right to request a hearing into the matter, as provided in Section 94 of the *Gaming, Liquor and Cannabis Act.*

STEP 2 – COMMUNITY SUPPORT

9.8.17 Following from Subsection 9.8.13, AGLC may consider the views of the community including the views, if any, expressed by a council in relation to a proposed licensed facility relocation. If AGLC is of the view that the community is not in favour AGLC may refuse to approve a proposed licensed facility relocation at any time throughout the process.

9.8.18 AGLC will:

a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed relocation; and

b) consider any written response of council respecting its views on the proposed relocation of the licensed bingo facility in the community.

9.8.19 AGLC may also choose to consider the views of adjacent communities in the specified market area that may be directly affected by the proposed bingo relocation. AGLC will follow the same process used when considering the views of the community where the proposed new licensed facility would be located.

9.8.20 AGLC will not consider any conditions placed on or attached to a council resolution respecting a bingo relocation in the community.

9.8.21 Applicants are required to issue a public notice in the community advising the community of the proposed relocation in the community. The advertisement must:

a) specify the addresses within the community affected by the relocation;

b) be approved by AGLC for its content and layout prior to being published; and

c) be published:

i) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published

and circulated in the community where the proposed licensed facility will be located; and

ii) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) circulated in adjacent communities (those consulted in Subsection 9.8.19) within the specified market area of the proposed licensed facility.

9.8.22 Following from Subsection 9.8.21, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

9.8.23 At the discretion of AGLC, if the relocation of a licensed bingo facility is essentially for the purpose of attracting the same player base or serving the same market area the requirements outlined in Subsection 9.8.21, regarding issuance of a public notice in the community, may be waived.

9.8.24 Note: All applications regarding the relocation of an existing bingo facility will be posted on AGLC's website, (See Subsection 1.6).

9.8.25 If the council is silent and there is no significant demonstrated opposition respecting the bingo relocation in the community, AGLC at its discretion may decide to continue the approval process.

9.8.26 If AGLC at its discretion decides to continue the approval process, Step Three – Approval and Licensing may be initiated.

9.8.27 If AGLC at its discretion decides to conclude the approval process for the relocation of the licensed facility in the community, the process shall conclude.

9.8.28 The facility licensee who made application for the relocation of the licensed facility will be advised by AGLC in writing of:

a) the reason(s) for the decision; and

b) the right to request a hearing into the matter, as provided in Section 94 of the *Gaming, Liquor and Cannabis Act.*

STEP 3 – APPROVAL AND LICENSING

9.8.29 Following from Subsection 9.8.25, the Board will make a determination respecting the approval of the proposed relocation of a licensed facility.

9.8.30 The Board may approve the proposed relocation of a licensed facility if the facility licensee has met all of the other requirements in Section 9.8 and can:

a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;

b) demonstrate compliance with all provincial and federal legislation, regulation and policies;

c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the relocation and produce any permits, licences or authorizations necessary to operate; and

d) produce a copy of an executed lease (the lease should be executed once approval has been given), rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to Section 14 of the Gaming, Liquor and Cannabis Regulation).

9.8.31 If the Board decides to approve the relocation of the bingo facility, AGLC will advise the facility licensee in writing it can proceed with construction.

9.8.32 The Board may at its discretion refuse to approve a proposed relocation of a licensed facility if:

a) the facility licensee has:

i) misled the Board; or

ii) provided inaccurate or incomplete information respecting the relocation; or

iii) not constructed the new facility in compliance with the approved structure and amenity requirements or within the timeframe as outlined in the application package; or

b) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or

c) there is a substantial change to the market.

9.8.33 If the Board refuses to approve the proposed relocation of a licensed facility under the authority of Subsection 9.8.32, the facility licensee will be advised in writing of:

a) the reason(s) for the decision; and

b) the right to request a hearing into the matter, as provided in Section 94, *Gaming, Liquor and Cannabis Act*.

SUBJECT: RENOVATION OF A LICENSED BINGO FACILITY

POLICY

9.9.1 In this section, "renovation" means any structural changes not considered to be an expansion of the licensed facility (as defined in Subsection 9.7.1) or any maintenance upgrades (e.g. painting) to the licensed facility.

9.9.2 A renovation, including structural changes and maintenance upgrades that exceeds $10,000 and is paid for with the facility reserve fund (see Subsection 8.1.2 b) ii)) requires prior approval of AGLC. *(Amended Nov 2020)*

Note: A proposed maintenance upgrade (e.g., painting) that is to be paid for with non-gaming funds does not require notification to the AGLC.

9.9.3 Where a facility licensee is planning a renovation or structural change the facility licensee must submit a letter of intent to AGLC including:

a) a diagram, sketch or blueprint of the proposed renovation(s) or description of the regular maintenance upgrade;

b) a breakdown of the budgeted costs of the project or series of projects including the breakdown of renovation costs between gaming and non-gaming space; and

c) details on the party or parties responsible for premises renovations, as outlined in the lease with the landlord; where the landlord is responsible for premises renovations, an explanation why the facility licensee is proposing to cover the costs of the project;

d) details and breakdown of the proposed financing arrangements including a separate accounting of the gaming revenue to be used;

e) copy of minutes of the meeting(s) where the licensed charities voted to proceed with proposed renovations to the licensed facility, financing arrangements, and with the use of gaming revenue on hand;

f) a schedule of names of individuals in the bingo association who will be responsible for overseeing the project respecting renovation of the licensed facility; and

g) statement concerning how project contractors were selected, and whether or not any of the contractors are related to or have any connection to bingo association executive or licensed charities.

9.9.4 A renovation project or a series of renovations projects leading to completion of an entire project with a total value of $100,000 or more must be approved by the Board of AGLC or its delegate. A renovation project or a series of projects with a total value of less than $100,000 may be approved by the Regulatory Services Division of AGLC. The facility licensee must not make any financial commitments or disbursements prior to receiving the appropriate approval.

9.9.5 The minimum facility requirements (see Sections 9.1 to 9.5) will be considered during AGLC's review respecting a renovation.

9.9.6 If approval for a proposed renovation is rejected, the facility licensee will be notified as to:

a) the reason(s) why the approval was rejected; and

b) the right to request a hearing into the matter.

SUBJECT: GENERAL

POLICY

10.1.1 AGLC's Board determines the number of facility licences issued based on maximizing or sustaining return to charities. Based on its market assessment, an application process for a new bingo facility licence within a specified geographic area or community may be initiated by AGLC.

10.1.2 Approval for a new bingo facility licence will be determined by AGLC's Board through the four step process described in Section 10.2.

10.1.3 Bingo facility licence applicants must bear all costs or expenses associated with their interest in or application for a bingo facility licence.

10.1.4 AGLC will not assume any of the costs, expenses or liabilities associated with an applicant's interest in obtaining a bingo facility licence.

10.1.5 If at any time an applicant decides it no longer wishes to pursue its application for a bingo facility, it must notify AGLC in writing of its decision to withdraw its application.

10.1.6 The Board, at its sole discretion, may choose to end the application process for a new bingo facility licence at any step in the process.

10.1.7 In this section, an applicant must be:

a) a bingo association, being an association of licensed charities incorporated under the *Societies Act* (Alberta);

b) an adult (18 years of age or older), who is a Canadian citizen or lawfully admitted to Canada for permanent residence;

c) a corporation, incorporated or continued by or under the *Business Corporations Act* (Alberta), *Companies Act* (Alberta) or *Societies Act* (Alberta) or any other enactment or registered under Part 21 of the *Business Corporations Act* (Alberta) or Part 9 of the *Companies Act* (Alberta); or

d) a partnership, registered under the *Partnership Act* (Alberta);

10.1.8 An applicant who is a:

a) partnership, includes each partner;

b) corporation, includes the officers and directors of the corporation; and

c) volunteer executive of a bingo association, includes each member of the executive.

10.1.9 In Section 10, a community refers to:

a) a municipality as defined under the *Municipal Government Act* (Alberta), meaning:

b) a city, town, village, summer village, municipal district or specialized municipality;

c) a town under the *Parks Towns Act* (Alberta); or

d) a municipality formed by special Act; or

e) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

f) an Indian reserve as determined by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) located within the provincial boundaries of Alberta.

10.1.10 In Section 10, a council refers to the council of:

a) a city, town, village, summer village, municipal district or specialized municipality;

b) a town under the *Parks Towns Act* (Alberta);

c) a municipality formed by special Act;

d) a Metis Settlement established under the *Metis Settlement Act* (Alberta); or

e) an Indian reserve as determined by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) located within the provincial boundaries of Alberta.

SUBJECT: FOUR STEP APPLICATION PROCESS

POLICY

10.2.1 Following from Subsections 10.1.1 and 10.1.2, AGLC may initiate the Four Step Application Process in respect of an opportunity for a new bingo facility licence within a specified geographic area or community:

1. Request for Expression of Interest and Application Process
2. Applicant Selection
3. Community Support and Background Check
4. Construction and Licensing

10.2.2 An interested party's Expression of Interest, application, or the progression of an application through the four step process described in this section must not be considered or promoted as an endorsement by AGLC for a bingo facility in a geographic area or community.

STEP 1 - REQUEST FOR EXPRESSION OF INTEREST AND APPLICATION PROCESS

Expression of Interest

10.2.3 AGLC may issue a Request for Expression of Interest regarding a bingo facility in a specified geographic area or community.

10.2.4 AGLC will advise all the councils located within the specified geographic area or community, through the council's chief administrative officer or municipal clerk or equivalent, about its interest to develop a bingo facility in the specified geographic area or community.

10.2.5 A Request for an Expression of Interest will:

a) identify the specified geographic area or community in which the proposed new facility would be located; and

b) be publicly advertised by AGLC in the specified geographic area or community.

10.2.6 Interested parties will be allowed a period of up to 60 days to submit a response to the Request for Expression of Interest after the notice is first advertised as provided for in Subsection 10.2.5.b).

10.2.7 The response to the Request for Expression of Interest must be made in writing and must include the following:

a) a signed letter stating:

i) the name of the interested party, including a list of all parties currently holding a financial interest in the corporation or partnership;

ii) short history of the interested party's business operations, including experience in the gaming industry, if any;

iii) nature and location of the interested party's current business operation, if any;

b) a $1,000 non-refundable deposit to cover AGLC costs (e.g. reviewing the Expression of Interest and application).

10.2.8 AGLC will review responses to the Request for Expression of Interest that are received within the required time, to determine if the response has met all of AGLC's requirements (see Subsection 10.2.7). Interested parties meeting these requirements will be invited to submit an application which must meet the requirements described in Subsection 10.2.10. Applications must be submitted to AGLC in writing within the time period specified in the invitation.

10.2.9 Any Expression of Interest not received by AGLC within the specified time period will be rejected. The interested party will be advised by AGLC in writing of its decision.

Application Process

10.2.10 Applicants must provide a concept proposal containing all required information related to the proposed new bingo facility.

The required information includes, but is not limited to:

a) a detailed description of the applicant, including:

i) ownership group;

ii) business experience and years in business;

iii) experience in gaming and/or hospitality industry;

b) a list of the charitable and religious organizations that would be served by the proposed new facility;

c) a market assessment, including:

i) a description of the proposed market area (including a map);

ii) a three year revenue forecast, including:

- new and cannibalized revenue sources (e.g. bingo and other revenue sources, such as a concession food and beverage services, lottery booth, merchandise etc.);
- details of the methods and assumptions used in the market assessment; and
- a risk assessment.

iii) a marketing plan describing how both the financial and non-financial goals will be achieved; and

iv) the estimated economic impact to the community (e.g. jobs, tax revenue).

d) the physical design of the facility, including:

i) the legal address, site plans, drawings, blue prints, etc.;

ii) player seating

iii) the impact on traffic and parking in the area;

iv) a description of any additional amenities to the bingo facility such as a concession food and beverage services, and any other gaming or nongaming activities or separate business entities located within the building envelope.;

v) a description of the facility's security features; and

vi) the construction costs and schedule.

e) a three year business plan, including:

i) pro forma financial statements, including:

- both income and balance sheet statements;
- revenue streams broken down by gaming and non-gaming revenue sources;

- operational expenses categorized and described in detail; and
- a set of statements for the bingo's operations (gaming and non-gaming) and a combined set of statements for entire facility if other amenities exist in new facility;

ii) three year cash flow projections and sensitivity analysis of projections, including the:

- total financing costs;
- terms of financing; and
- total capital (construction) and operational costs.

iii) the legal structure of the organization, including:

- a description of the applicants ownership or legal structure;
- all directors or officers of the organization; and
- if financing is required, who will be the lender, and what are the terms of the credit agreement, etc.

10.2.11 AGLC does not require municipal land use, zoning and development approval for the purposes of the Initial Assessment. Applicants should defer seeking appropriate municipal approvals until advised in writing by the Board as provided for in Subsection 10.2.356.

10.2.12 After the deadline for application submission, Step Two: Application Selection may be initiated.

STEP 2 – APPLICATION SELECTION

10.2.13 Following from Subsection 10.2.12, applications for a bingo facility in a specified geographic area or community are evaluated including, but not limited to the following:

a) facility standards and operating requirements set out in Sections 3 and 9 and elsewhere in the CBH;

b) required application information related to the proposed new facility as required under Subsection 10.2.10;

c) feasibility of the proposed new facility;

d) ownership group (e.g. business history, experience in gaming and/or hospitality industry); and

e) other gaming market considerations, including but not limited to:

i) new gaming revenue;

ii) impact on existing gaming facilities in or around the geographic area or community;

iii) benefit to charities due to the proposed the new bingo facility;

iv) capital expenditure;

v) employment opportunities;

vi) economic benefit to community; and

vii) ownership concentration in the province.

10.2.14 The evaluation of applicants will be conducted by a Bingo Facility Applicant Evaluation Committee ("Committee") internal to AGLC.

10.2.15 The members of the Committee will be designated by AGLC and comprise senior staff of AGLC. As AGLC deems appropriate, the Committee may obtain assistance in conducting the evaluation from external sources (e.g., consultants).

10.2.16 None of the members of the Committee may be or appear to be in a conflict of interest in fulfilling his or her duties as a member of the committee.

10.2.17 The committee will report the results of its evaluations and recommendations to the Board. The Board may initiate Step Three Community Support and Background Check.

10.2.18 Applicants will be advised by AGLC in writing of its:

a) decision and reason(s) for the decision; and

b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

STEP 3 – COMMUNITY SUPPORT AND BACKGROUND CHECK

Community Support

10.2.19 Following from Subsection 10.2.17, prior to further consideration respecting the approval of the bingo facility licence, the Board may consider the views of the community including the views, if any, expressed by a council in relation to a proposed new bingo facility. If the Board is of the view that the community is not in favour the Board may end the application process.

10.2.20 The Board will:

a) notify the council, through the council's chief administrative officer or municipal clerk or equivalent of the name of the applicant and details of the proposed new bingo facility; and

b) consider any written response of council respecting its views on the proposed new bingo facility in the community.

10.2.21 The Board may also choose to consider the views of adjacent communities in the specified geographic area or community that may be directly affected by the proposed new bingo facility. The Board will follow the same process used when considering the views of the community where the proposed new bingo facility would be located.

10.2.22 The Board will not consider any conditions placed on or attached to a council resolution respecting a new bingo facility in the community.

10.2.23 The applicant will be required to issue a public notice in the community advising the community of its proposed new bingo facility in the community.

The advertisement must:

a) specify the addresses within the community affected by the new bingo facility;

b) be approved by AGLC for its content and layout prior to being published; and

c) be published:

i) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) published and

circulated in the community where the proposed new bingo facility will be located; and

ii) in at least three issues within two consecutive weeks, where possible, in a newspaper(s) circulated in adjacent communities (communities consulted with as provided for in Subsection 10.2.21).

Note: social media platforms may be used in conjunction with newspaper media to issue the public notice.

10.2.24 Following from Subsection 10.2.23, the applicant must submit to AGLC a copy of the complete newspaper pages containing the advertisements.

10.2.25 If the council is silent and there is no significant demonstrated opposition respecting a new bingo facility in the specified geographic area or community, the Board at its discretion may decide to continue the approval process.

Background Check

10.2.26 Following from Subsection 10.2.17, the Board may direct AGLC to conduct a thorough background check into one or more selected applicants. The applicant (executive officers of the bingo association) must submit the completed form entitled "Bingo Facility Licence Application - Executive Officers Particulars."

10.2.27 The background check is to ensure criminal interests, or those who otherwise would be a detriment to the integrity or lawful conduct of gaming in the province, are prevented from obtaining a bingo facility licence.

10.2.28 AGLC will report the results of the background check to the Board.

10.2.29 The Board will determine whether an applicant meets the requirements of the background check.

10.2.30 If the Board determines an applicant has failed to meet the requirements of the background check, the application is rejected.

10.2.31 Applicants, not meeting the background check requirements or whose application is ended by the Board, will be advised by the Board in writing of its:

a) decision; and

b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

Note: Unsuccessful applicants will have the balance of their deposit returned.

10.2.32 If the Board at its discretion decides to continue the approval process, Step Four: Construction and Licensing may be initiated.

10.2.33 If the Board at its discretion decides to end the approval process for the new the bingo facility in the specified geographic area or community, the process shall end.

10.2.34 The applicant will be advised by the Board in writing of its:

a) decision and reason(s) for the decision; and

b) the right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

Note: Unsuccessful applicants will have the balance of their deposit returned.

STEP 4 – CONSTRUCTION AND LICENSING

10.2.35 Following from Subsection 10.2.32, the Board may make a determination to issue a conditional approval and advise the applicant in writing it can proceed with construction.

10.2.36 Pursuant to section 4 of the Gaming, Liquor and Cannabis Regulation, the Board must decide whether or not to consider any objection made respecting a new bingo facility licence and advise the person who made the objection as to the Board's decision in the matter (see Section 10.10).

10.2.37 The Board may approve the proposed bingo facility licence if the applicant has met any conditions set by the Board with respect to the conditional approval, all of the other requirements in Section 10.2 and can:

a) demonstrate compliance with the approved structure and amenity requirements as outlined in the application package;

b) demonstrate compliance with all provincial and federal legislation, regulation and policies;

c) demonstrate compliance with all municipal requirements, including local zoning or development requirements respecting the new bingo facility and produce any permits, licences or authorizations necessary to operate; and

d) produce a copy of an executed lease, rental agreement or certificate of title or other acceptable proof of right to occupy and control the premises (pursuant to section 14 of the Gaming, Liquor and Cannabis Regulation).

10.2.38 The Board may at its discretion refuse to issue a bingo facility licence if:

a) the applicant has:

i) misled the Board; or

ii) provided inaccurate or incomplete information with regards to its licence application; or

iii) not constructed the bingo facility in compliance with the approved structure and amenity requirements or within the timeframe as outlined in the application package; or

b) there is a substantial change to, or circumstance affecting the validity of, the information previously provided; or

c) there is a substantial change to the market.

10.2.39 If the Board refuses to issue a bingo facility licence under the authority of Subsection 10.2.38, the applicant will be advised in writing of the:

a) reason(s) for the decision; and

b) right to request a hearing into the matter, as per section 94, *Gaming, Liquor and Cannabis Act*.

SUBJECT: GENERAL

POLICY

11.1.1 Facility licensees, licensed charities and registered gaming workers are required to cooperate fully with AGLC inspectors and police officers attending at a licensed facility. A licensee must, upon the request of an inspector, or official of AGLC:

a) assist the inspector in carrying out an inspection; and

b) provide the inspector or official of AGLC with records, documents, books of account and receipts and provide a place where they may be inspected, audited, examined or copied.

11.1.2 Every police officer, as defined in the *Police Act*, is an inspector for the purposes of the *Gaming, Liquor and Cannabis Act*.

11.1.3 To ensure compliance with the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation and Board policy, an AGLC inspector:

a) must be given full and unrestricted access to all areas of a licensed facility;

b) may take reasonable samples of gaming supplies;

c) may inspect, audit, examine and make copies of records, documents, books of account and receipts relating to a gaming activity, a facility licence or gaming supplies or may temporarily remove any of them for those purposes. Inspectors and officials of AGLC must provide the facility licensee with a receipt for any items removed at the time of removal or as soon as possible after their removal;

d) may interview the licensee or agents of the licensee with regard to any of the records, documents, books of account and receipts;

e) may interview and request identification from any person who appears to be a minor (under the age of 18 years) who is found inside or outside of the licensed facility if the inspector has reasonable grounds to believe that the person is contravening or has contravened the *Gaming, Liquor and Cannabis Act*; and

f) may seize identification from any person interviewed if the inspector has reasonable grounds to believe that the identification is false or has been altered.

11.1.4 Inspectors carry AGLC photo identification and a badge while on duty. Licensees and registrants should request proof of identification prior to providing information or access.

11.1.5 Inspectors visit licensed facilities to:

a) ensure compliance with legislation, Board policy and operational requirements;

b) confirm that no changes have been made that affect compliance with the facility licence;

c) investigate complaints;

d) conduct information seminars; and

11.1.6 Where an inspector has reasonable grounds for believing that a contravention of the *Gaming, Liquor and Cannabis Act*, the Gaming, Liquor and Cannabis Regulation or Board policy has occurred, the inspector has the authority to ask the licensed charity, facility licensee or registrant to address the situation by appropriate means.

11.1.7 Reports of alleged contravention(s) or potential problems received from the police, fire, health, other government agencies or the general public regarding a licensed facility will be investigated and may result in an incident report.

11.1.8 An inspector may prepare an incident report setting out the details of an alleged contravention(s) and all incident reports will be dated when the investigation is finalized.

SUBJECT: INCIDENT REPORTS AND HEARINGS

POLICY

11.2.1 An Incident Report setting out the circumstances of an alleged violation will be submitted to the Vice President, Regulatory Services Division. A copy must be given to the facility licensee or licensed charity, as appropriate, within 10 working days of the Incident Report being completed.

11.2.2 The Vice President may refer an Incident Report to the Board for review and decision where circumstances warrant.

11.2.3 The Board shall decide whether to hold a hearing based on an Incident Report (see AGLC's "Board Hearing Panel Rules and Procedures" at aglc.ca).

SUBJECT: FORMS

POLICY

12.1.1 The forms listed in this subsection (12.1.1) are manual event financial/inventory control forms referred to in Subsections 8.1.3:

a) Bingo Worker Sign In Sheet;

b) Special Game Controllers' Record/Reconciliation;

c) Special Game Seller(s) Card Control;

d) Paymaster's Sheet;

e) Bingo Chairperson's Cash & Deposit Reconciliation;

f) Ball Verification Sheet;

g) Cashier's Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation;

h) Caller Sheet (Replaces EMS Caller Summary Report);

i) Event Inventory Issuance/Return (replaces EMS Inventory Issuance Report);

j) Event Summary/Deposit Record – Manual Operation;

k) Monthly Pull Ticket Sales (Deposit) Report – Form 5438 ;

l) Pull Ticket Inventory and Sales Record – Form 5434;

m) Monthly Pull Ticket Inventory Reconciliation – Form 5436; and

n) Bank Statement Reconciliation Check List.

12.1.2 Discrepancy Reports:

a) Discrepancy Report – Form 5425; and

b) Gaming Discrepancy Report Electronic Devices – Form 6619 .

12.1.3 Guide for Drafting Bingo Association's Bylaws

12.1.4 Sample Lease Provisions

12.1.5 Sample Bingo Association Annual Update

12.1.6 Bingo Association Requirements – Checklist

12.1.7 Sample Bingo Server Room Key Control Log

BINGO WORKER SIGN IN SHEET

PLEASE PRINT CLEARLY

Bingo Facility Licensee/Licensed Charity Information (Complete two or more forms for shared events.)

Bingo Facility Licensee: _____ Date: _____

Licensed Charity Name: _____ Bingo Licence No.: _____

No. Volunteers Required: _____ Check one of the following: Full Slot: _____ Shared Slot: _____

No. Volunteers Provided: _____

Facility Licensee Paid Staff

Position	Name (Print)	Signature
Hall Advisor (Independent in Class B)		
Games Manager (Class B Only)		
Cashier #1		
Cashier #2 (If Approved)		
Assistant Hall Advisor (If Approved)		
Caller		
Pull Ticket/Balls Seller*		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Pull Ticket/Balls Seller		
Bingo Coordinator (Class A Only)		
Security Guard		

Volunteer Information (It is the responsibility of the Bingo Chairperson to ensure this form is completed in full.)

Operation of a bingo event is the sole responsibility of the licensed charity; it cannot be delegated. Only MEMBERS of the licensed charity, as defined in its bylaws, SHALL WORK as volunteers in the positions of Bingo Chairperson, Special Games Controller, and Paymaster in the cage area.

As an option, the licensed charity may use outside help (non-members) on a volunteer basis to fill other positions as required, or continue to use only members in all positions. Licensed charities whose members are disabled may accept outside volunteer help for all positions. BINGO VOLUNTEERS MAY NOT BE PAID FOR THEIR SERVICES. This option is intended to allow licensed charities flexibility in raising funds to support their approved charitable objectives. It is not intended to provide opportunities for groups not licensed to work a bingo event to obtain a donation in return for their help. Any non-members who work as volunteers must be known to the licensed charity.

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Sample Volunteer Sign In (Refer to Volunteer Information section on Page 1)

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	Licensed Charity Position	PRINT Name	Signature	Member of Licensed Charity? Yes / No	Time In
1.	Chairperson *				
2.	Paymaster *				
3.	Special Games Controller *				
4.	Special Games Controller *				
5.	Special Games Controller*				
6.	Special Games Controller *				
7.	Volunteer Bingo Coordinator (Class A Only)				
8.	Floor Seller/Checker				
9.	Floor Seller/Checker				
10.	Floor Seller/Checker				
11.	Floor Seller/Checker				
12.	Floor Seller/Checker				
13.	Floor Seller/Checker				
14.	Floor Seller/Checker				
15.	Volunteer Pull Ticket/Balls Seller				
16.	Volunteer Pull Ticket/Balls Seller				
17.	Volunteer Pull Ticket/Balls Seller				
18.	Volunteer Pull Ticket/Balls Seller				
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					

Required Event Paperwork
* Must be a Bona Fide Member of the Licensed Charity

SPECIAL GAME CONTROLLER'S
RECORD / RECONCILIATION

Bingo Facility Licensee: _____

Licensed Charity Name: _____ Date: _____

Name of Controller: _____ Game Type & No.: _____

Float Received *(To be completed prior to first game)* $ _____

Cards Received: _____ Colour: _____ Series: _____

VERIFICATION
(Signature)

_____	_____	_____
Game Controller	Bingo Chairperson	Hall (or Assistant) Advisor

Cards may be single cards or sheets of multiple card faces (i.e., 3 up strip, 9 up strip, etc.)

RECONCILIATION

Cards		Cash	
Cards Received	_____	Cards to Sellers	_____
Less: Cards to Sellers	_____	Less: Cards Returned from Sellers	_____
Sub-Total	_____	Cards Sold	_____
Add: Cards Returned by Sellers	_____	Cash Required (Price per unit X units sold)	_____
Sub-Total	_____	Less: Cash Received	_____
Less: Cards Destroyed/Voided	_____	Over / Short	_____
Total Cards Returned to Facility License	_____	Less: Cash transfers to Chairperson or Paymaster	_____
_____ *(Signature)* Hall (or Assistant) Advisor		_____	
_____ (Signature) Controller		_____	

Explanation for Overages or Shortages: _____

Float Returned $ _____

_____	_____
Special Game Controller Signature	Bingo Chairperson Signature

Completed Form Reviewed by Hall (or Assistant) Advisor

_____	_____
Date	Signature

SPECIAL GAME SELLER(S) CARD CONTROL

Bingo Facility Licensee: _____ Date: _____

Game Name: _____ Licensed Charity: _____

Seller: _____ Name: _____ Seller: _____ Name: _____

Float Rec'd Start of Event _____ Float Ret'd End of Event _____ Float Rec'd Start of Event _____ Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____ Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

TOTAL EACH SELLER AS THEY CASH OUT

Seller: _____ Name: _____ Seller: _____ Name: _____

Float Rec'd Start of Event _____ Float Ret'd End of Event _____ Float Rec'd Start of Event _____ Float Ret'd End of Event _____

Initial Out: _____ Initial In: _____ Initial Out: _____ Initial In: _____

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

Number Received	Initial	Voids	Number Returned	Initial	Sold	Actual Cash	Over / Short
TOT							

PAYMASTER'S SHEET

Bingo Facility Licensee: _____

Licensed Charity: _____

Date: _____

Paymaster: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated		Game #	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated
1		◦	◦				21		◦	◦		
2		◦	◦				22		◦	◦		
3		◦	◦				23		◦	◦		
4		◦	◦				24		◦	◦		
5		◦	◦				25		◦	◦		
6		◦	◦				26		◦	◦		
7		◦	◦				27		◦	◦		
8		◦	◦				28		◦	◦		
9		◦	◦				29		◦	◦		
10		◦	◦				30		◦	◦		
11		◦	◦				31		◦	◦		
12		◦	◦				32		◦	◦		
13		◦	◦				33		◦	◦		
14		◦	◦				34		◦	◦		
15		◦	◦				35		◦	◦		
16		◦	◦				36		◦	◦		
17		◦	◦				37		◦	◦		
18		◦	◦				38		◦	◦		
19		◦	◦				39		◦	◦		
20		◦	◦				40		◦	◦		

Game Type:					
	Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Total Cash Received $ _____
Total Payout $ _____
Total Returned $ _____
Over/Short $ _____
Over/Short Explanation _____
_____
_____
_____

Cash Received From Bingo Chairperson			
Time	Bingo Chairperson Initial	Paymaster Initial	Amount

_____ _____ _____
Bingo Chairperson Signature | Paymaster Signature | Hall Advisor Signature

PAYMASTER'S RECONCILIATION

Cash Received from Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

TOTAL $_____

Less: Accumulated Payout *(From Games Summary, above)* $_____

Total Returned to Bingo Chairperson:

Time	Bingo Chairperson's Initials	Paymaster's Initials
_____	_____	_____

$_____

OVER/SHORT $_____

OVER/SHORT Explanation:_____
_____

_____ _____ _____
Paymaster Signature | Bingo Chairperson Signature

BINGO CHAIRPERSON'S CASH & DEPOSIT RECONCILIATION

Bingo Facility Licensee: _____

Charity: _____ Date: _____

Morning: _____ Afternoon: _____ Evening: _____ Late Night: _____

Opening Float	$_____
Add: Cash received from cashier(s)	$_____
Less: Paymaster float transferred	$_____
Less: Additional transfer to Paymaster	$_____

Game Controller Transfers:	Sales	Actual Cash	Over/Short
_____	$_____	$_____	$_____
_____	$_____	$_____	$_____
_____	$_____	$_____	$_____
TOTALS	$_____	$_____	$_____

Add: Cash returned by Paymaster	$_____	$_____
Less: Float Returned to Facility Licensee	$_____	$_____
TOTAL CASH TO BE DEPOSITED		$_____

CERTIFIED CORRECT

_____ Bingo Chairperson Signature

_____ Bingo Chairperson (print name)

_____ Advisor Signature

_____ Advisor (print name)

BALL VERIFICATION SHEET

Bingo Facility Licensee: _____

Licensed Charity: _____ Date: _____ Game: _____

Paymaster *(Print)*: _____ Caller *(Print)*: _____

The following is to be completed by the Paymaster/volunteer AS the balls are drawn and called by the Caller. The Caller signs the sheet only after he or she has verified the letter and number combination noted with the "Holed" balls.

Example:

1st ball called	B 3
2nd ball called	O 61
3rd ball called	N 35

1st ball called		26		51	
2nd ball called		27		52	
3rd ball called		28		53	
4th ball called		29		54	
5		30		55	
6		31		56	
7		32		57	
8		33		58	
9		34		59	
10		35		60	
11		36		61	
12		37		62	
13		38		63	
14		39		64	
15		40		65	
16		41		66	
17		42		67	
18		43		68	
19		44		69	
20		45		70	
21		46		71	
22		47		72	
23		48		73	
24		49		74	
25		50		75	

Paymaster _____ Signature

Caller _____ Signature

This form is used for the linked game when there is an equipment failure requiring manual operation during an event.

Manual Operation
CASHIER'S SHEET
INVENTORY ISSUE & SALES RECONCILIATION/REGISTER RECONCILIATION

Bingo Facility Licensee: _____ Event: _____

Licensed Charity: _____ Date: _____

Cashier: _____ Cash Register No.: _____

		Units Received	3 UP		6 UP		9 UP		12 UP		TOTAL
Colour Series 1- 6	_____	Regular Cards	_____		_____		_____		_____		
		Less: Voids	_____		_____		_____		_____		
		Sub-Total	_____		_____		_____		_____		
		Less: Returns	_____		_____		_____		_____		
		Cards Sold	_____		_____		_____		_____		
		x Price	3.00		6.00		9.00		12.00		
		Equals	$_____	+	$_____	+	$_____	+	$_____	=	$_____
Colour Series 1-6	_____	Gold/Combo Cards	_____		_____		_____		_____		
		Less: Voids	_____		_____		_____		_____		
		Sub-Total	_____		_____		_____		_____		
		Less: Returns	_____		_____		_____		_____		
		Cards Sold	_____		_____		_____		_____		
		x Price	6.00		12.00		18.00		24.00		
		Equals	$_____	+	$_____	+	$_____	+	$_____	=	$_____
							TOTAL CARDS SOLD				$_____

	CASH				
Unit Sale Price:	$_____	$_____	$_____		
Gross Sales (Units Sold x Unit Sale Price):	$_____	$_____	$_____	$_____	
Cashier Register Total (Amount (A) from Pg. 1 of Cashier's Sheet)	$_____				
Sub-Total				$_____	
Over/Short					$_____

Over/Short Explanation:

_____

_____

CERTIFIED CORRECT:

Bingo Chairperson: _____ Signature

Hall Advisor: _____ Signature

Cashier: _____ Signature

NOTE – This form required only during an equipment failure and manual operation – to replace the EMS X tape and POS Inventory Reconciliation Report and Inventory Issuance Report.

Manual Operation
CALLER SHEET

Bingo Facility Licensee: _____

Licensed Charity: _____

Paymaster: _____

Caller's Name: _____
(please print)

Date: _____

Morn: _____ Aft: _____ Eve: _____ LN: _____

GAMES SUMMARY

Game#	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated		Game #	Payout Amount	Regular # ◦ $	Gold # ◦ $	Total Prize	Accumu-lated
1		◦	◦				21		◦	◦		
2		◦	◦				22		◦	◦		
3		◦	◦				23		◦	◦		
4		◦	◦				24		◦	◦		
5		◦	◦				25		◦	◦		
6		◦	◦				26		◦	◦		
7		◦	◦				27		◦	◦		
8		◦	◦				28		◦	◦		
9		◦	◦				29		◦	◦		
10		◦	◦				30		◦	◦		
11		◦	◦				31		◦	◦		
12		◦	◦				32		◦	◦		
13		◦	◦				33		◦	◦		
14		◦	◦				34		◦	◦		
15		◦	◦				35		◦	◦		
16		◦	◦				36		◦	◦		
17		◦	◦				37		◦	◦		
18		◦	◦				38		◦	◦		
19		◦	◦				39		◦	◦		
20		◦	◦				40		◦	◦		

Game Type: _____					
	Prize	No. of Winners	Pay Per	Total Payout	Accumulated Payout
1					
2					
3					
4					
5					
6					
7					
8					
9					
Other Promotions					
Door Prizes					
King/Queen					
Other					

_____				
Bonanza #1	Prize	No.	Each	Payout
Bonanza #1				
Precall				
Blackout				
Consolation				
Bonanza #2				
Precall				
Blackout				
Consolation				
TOTAL BONANZA				

Information received from Paymaster

_____
Caller's Signature

Total Cash Received by Paymaster $ _____
Total Payout $ _____
Total Returned by Paymaster $ _____
Over/Short $ _____

This form used during an equipment failure only – to replace the EMS Caller's Report.

Event Inventory Issuance/Return

Event Slot/Date: _____ Charity Name: _____ Chairperson: _____

Serial Numbers	Cards/books issued	Initial Receipt	Issued By	Issued to:	Cards/books Returned	Initial Return

Required for Manual Operation only.

Event Summary/Deposit Record - Manual Operation

Bingo Facility Licesee: _____

Licensed Charity: _____ Date: _____

Licence Number(s): _____ Attendance: _____ Time Slot: _____ No. Volunteers: _____

Event Summary/Deposit Record - Manual Operation

	Sales Per Game (Paper)	Sales Per Game (Electronic Images)	Event Prize Per Game	Progressive Prize Contribution	Total Prize/Game
Regular Game Cards:					
$1.00/card face					
$2.00/card face					
Combo ($____/3up)					
$_____/card face					
Total Regular Sales					
Regular Prizes:					
Regular Games					
King /Queen					
Door Prize					
_____					
Total Regular Prizes					
Pots:					
Loonie Pot #1					
Loonie Pot #2					
Wild Pot					
_____					
_____					
_____					
Special Games:					
Early Bird/Nickel					
Bonanza #1					
Bonanza #2					
_____					
_____					
_____					

Linked Game

TOTAL ALL GAMES (1) (2) (3)

Total Sales (1) + (2)
Less Total Prizes (3)
Expected Event Deposit
Actual Deposit
Over/Short

Pull Ticket Deposit
(taken from Pull Ticket Control Sheet)

Bingo Chairperson (signature)

Bingo Chairperson (print name)

Hall Advisor (signature)

Hall Advisor (print name)

AGLC
Choices Albertans can trust.

MONTHLY PULL TICKET SALES (DEPOSIT) REPORT

Report of Deposits Made in Each Month

(Copy shall be submitted to the AGLC within seven days of the end of each month)

BINGO FACILITY LICENSEE NAME _____ MONTH REPORTED _____

COMPLETED BY (PRINT) _____ SIGNATURE _____

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(a)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(b)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(c)

Product Name: _____ Product Code: _____
No. of Tickets Per Unit: _____ Selling Price Per Ticket: _____
No. of Units with Funds Deposited: _____ Cost Per Unit: _____
Licence Fees = $_____ Per Unit x No. of Units Deposited = $_____(d)

LICENCE FEES SUBMITTED (Total of (a), (b), (c) and (d) above) $_____

(Make Cheque Payable to the Alberta Gaming and Liquor Commission)

NOTE: USE ADDITIONAL SHEETS IF MORE THAN FOUR TYPES OF UNITS WERE SOLD DURING THE MONTH.

AGLC
Choices Albertans can trust.

BINGO ASSOCIATION: _____ DATE RECEIVED: _____ PT#: _____

SUPPLIER: _____ RECEIVED BY: _____

INVOICE #: _____ UNIT TYPE: _____

NOTE: USE A SEPARATE FORM FOR EACH INVOICE AND TYPE OF UNIT.

PULL TICKET INVENTORY AND SALES RECORD
(Submit as required in the Commercial Bingo Handbook)

GROSS REVENUE PER UNIT _____ PRIZE PAYOUT PER UNIT _____

NET REVENUE PER UNIT _____

	UNIT SERIAL #	UNIT COLOUR	ISSUED BY: (SIGNATURE)	RECEIVED BY: (SELLER'S NAME PRINT & INITIAL)	DATE ISSUED	DATE UNIT CONSIDERED SOLD	AMOUNT RECEIVED	OVER*	SHORT*	SELLER'S SIGNATURE	PULL TICKET MGR. SIGNATURE FOR RECEIPT OF CASH	DEPOSITOR'S INITIALS AND DATE DEPOSITED
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												

* Record overages or shortages: at the 30--day reconciliation; or when a type of unit solid is changed; or when a unit is removed at the discretion of the Pull Ticket Manager.

MONTHLY PULL TICKET INVENTORY RECONCILIATION

(Submit as required in the Commercial Bingo Handbook)

LICENCE NO. PT _____ PERIOD: FROM:_____TO:_____

NAME OF TICKET _____ NUMBER OF TICKETS IN EACH UNIT_____

NOTE: A SEPARATE FORM SHALL BE UTILIZED FOR EACH TYPE OF TICKET PURCHASED/SOLD DURING THE MONTH REPORTED*

Inventory at End of Previous Reporting Period _____

ADD: Total Units Received During This Reporting Period _____

SUB TOTAL_____

DEDUCT: Total Units Deposited During This Reporting Period

Number of Sealed Units Returned to Supplier During This Reporting Period _____

EQUALS: Inventory at End of This Reporting Period _____ (A)

Physical Count of Inventory at End of This Reporting Period*

Consisting of: Partial Units _____

Unopened Units _____

TOTAL_____ (B)

NOTE: **(A)** ***and*** **(B)** ***must equal each other. Any differences between Inventory Reconciliation and counts shall be reviewed and accounted for.***

PREPARED BY _____ _____
DATE

* *Inventory count at the end of each month will be the total of unopened units in stock and partial units in possession of Sellers.*

_____ BINGO ASSOCIATION

BANK STATEMENT RECONCILIATION CHECK LIST

Account Name_____**Account Number** _____

BANK STATEMENT FOR THE PERIOD ENDING _____, 20_____

Inspection	***YES / NO***	***INITIALS***
Bank statements were received in the sealed envelope sent from the bank prior to opening for examination		
The beginning bank balance is equal to the prior months ending bank balance		
The number of cancelled cheques or cheque images and cheque details (such as cheque number, payee and amount) that are listed on the bank statement agreed to those listed on the issued cheque ledger (outstanding items for this period form part of this examination).		
Previous outstanding item list has been reviewed, verified and updated		
Two authorized signatures were present on each cancelled cheque or cheque image		
Bank deposit slips were compared with the general journal and bank statement, and the correct amount of funds were deposited within the required time frame		
Examinations of the cancelled cheques or cheque images were completed and no alterations to the cheques were noted		
When endorsements appeared on the back of the cancelled cheque or cheque image, they agreed with the payee name on the front of the cheque		

EXAMINATION OF THE ABOVE WAS COMPLETED ON:

_____ _____

NAME (please print) POSITION

SIGNATURE: _____

COMMENTS:

NOTE: A reconcilliation must be completed for all gaming bank accounts.

AGLC
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DISCREPANCY REPORT

Website: aglc.ca

CHECK ONE: ☐ BINGO ☐ CASINO

NAME OF ORGANIZATION	LICENCE NO.
FACILITY WHERE EVENT HELD	DATE

TIME _____

DETAILS _____

ACTION (if any) _____

(USE ADDITIONAL PAGES IF NECESSARY)

NORTH OF RED DEER TO: Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
50 Corriveau Avenue
St. Albert, Alberta T8N 3T5
Telephone: 780-447-8600
Fax: 780-447-8912

RED DEER AND SOUTH TO: Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
#110, 6715 - 8th Street NE
Calgary, Alberta T2E 7H7
Telephone: 403-292-7300
Fax: 403-292-7302

_____
NAME AND TITLE OF PERSON REPORTING (PLEASE PRINT)

_____
SIGNATURE OF PERSON REPORTING

WHITE - AGLC CANARY - LICENSEE (IF APPLICABLE) PINK (PERSON REPORTING)

CONFIDENTIAL WHEN COMPLETED

ELECTRONIC GAMING DEVICE DISCREPANCY REPORT

CHECK ONE: ☐ CASINO/REC ☐ VLT ☐ BINGO ☐ OTHER

DATE:	TIME:	FACILITY NAME:
RETAILER/LICENCE #:		TERMINAL/UNIT #:
GAME DESCRIPTION:		DENOMINATION:

1. Credit/Dollar Amount in the terminal at the time of the incident: $	6. Has the terminal been disabled or powered off? ☐ DISABLED ☐ POWERED OFF
2. Was the amount witnessed by facility staff? If YES, attach their statement(s) ☐ YES ☐ NO	7. AGLC Hotline Ticket number:
3. Amount wagered at the time of the incident: $	8. Time Hotline contacted: ☐ AM ☐ PM
4. Credit/Dollar Amount cashed out (if applicable): $	9. Camera coverage of the terminal incident? If YES, retain for AGLC. If NO, why? ☐ YES ☐ NO
5. Has the customer received a payout? ☐ YES $ ☐ NO	

CUSTOMER NAME:	PHONE NUMBER:	ADDRESS:
COMPLAINT:		
*Use additional pages if necessary		

ACTION TAKEN (IF ANY):
*Use additional pages if necessary

NORTH OF RED DEER TO:
Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
50 Corriveau Avenue
St. Albert, AB T8N 3T5
Telephone: 780-447-8600
Fax: 780-447-8912

RED DEER AND SOUTH TO:
Alberta Gaming, Liquor and Cannabis
Compliance and Social Responsibility
110, 6715 – 8 Street NE
Calgary, AB T2E 7H7
Telephone: 403-292-7300
Fax: 403-292-7302

NAME AND POSITION OF PERSON REPORTING
(PLEASE PRINT)

SIGNATURE OF PERSON REPORTING

WHITE – AGLC
CANARY – LICENSEE (IF APPLICABLE)
PINK – (PERSON REPORTING)

CONFIDENTIAL WHEN COMPLETED

GUIDE FOR DRAFTING BINGO ASSOCIATION'S BYLAWS

Bingo associations are required to be incorporated under the *Societies Act*. Incorporation documents, which include the association's bylaws, must be reviewed by the association's lawyer and by Alberta Gaming, Liquor and Cannabis (AGLC) before they are filed with Corporate Registry. The following is intended to serve as a guide only of the subjects and specific items that should be covered or included in an association's bylaws.

---

1. BINGO ASSOCIATION OBJECTS/ROLE

The association will perform the following functions:

1.0 Co-ordinate activities of all licensed member charities conducting bingo in __[give hall name and address]__ in accordance with federal, provincial and municipal laws, regulations and policies, and association bylaws.

1.1 Arrange for facilities, equipment, materials, supplies, furniture, and salaried personnel to carry on its various objects.

1.2 Acquire lands, by purchase or otherwise, and erect or otherwise provide a building or buildings for the purpose of carrying out its various objects.

1.3 Buy, sell, manage, lease, mortgage, dispose of, or otherwise deal with the association's property.

1.4 Establish a common bingo program, including prize payout, rules of play, and house rules that conform to policy requirements of AGLC.

1.5 Schedule bingo dates and allocate events to its members.

1.6 Maintain financial/inventory controls regarding services provided to members.

2. DEFINITIONS

2.0 ASSOCIATION shall mean the _____[give name of]_____ Association.

2.1 MEMBER shall refer to a charity approved by the association board of directors for membership and eligible for a bingo licence from AGLC.

2.2 ASSOCIATE MEMBER is not entitled to vote. (NOTE: Define who an associate member is).

2.3 DIRECTOR shall refer to a person who represents his or her charity on the association's board of directors.

2.4 BOARD OF DIRECTORS shall be comprised of the representative of each member, and the association's past president.

2.5 EXECUTIVE COMMITTEE shall mean the president, vice president, secretary, treasurer, immediate past president, and [give number of] directors at large, elected from the board of directors at the association's annual general meeting.

2.6 ASSESSMENTS – Any annual dues or assessments to member clubs, or any special assessments during the bingo licence year, shall be deemed as matters which can be passed by a majority vote at a regular meeting. The board of directors shall have the power to set assessments or special assessments during the year, if required for the operation of the association.

3. MEMBERSHIP

3.0 Subject to the provision of these bylaws, any society or non-profit group may become a member of the association upon approval by the board of directors, and payment of a membership fee to the association. The amount of the membership fee will be specified in the association rules.

3.1 Membership in the association shall be limited by:
a) available number of bingo time slots.
b) existing agreements between the board of directors and association members.
c) gaming licensing requirements of AGLC.

3.2 Each member shall be represented in the association by a director (or alternate for the director) who is named, appointed, or elected by the member. Each member shall: name, appoint, or elect its director before the association's annual general meeting, and at such other times as required by the executive committee; and, notify the secretary of the name and address of its director.

3.3 Each member shall be entitled to:
a) vote through its director, provided the member is in good standing.
b) participate in association general activities.
c) attend association meetings.

3.4 Members shall be required to:
a) have their member representative (director) in attendance at meetings, fully participate in all association activities so as to further the association's aims and objects.
b) pay promptly such membership and other dues as set by the association membership from time to time.
c) comply with the association's volunteer staffing requirements, and such other rules and requirements as may be established by the association's membership or board of directors from time to time.
d) be bound by the provisions of these bylaws.
e) be bound by all AGLC policies.

3.5 Any member, upon [e.g., 51, 66 or 75] % majority vote of all members of the association present and in good standing may be expelled from or, if previously expelled, reinstated to, the association.

3.6 Any member may resign from the association by giving [e.g., 15, 30 or 60] days' written notice to the secretary.

3.7 A member's membership shall automatically terminate upon dissolution of that entity, or upon the member's bingo licence being suspended, revoked, or not renewed.

4. DISCIPLINE

4.0 The executive committee is empowered to formulate policies and guidelines regarding the discipline of members and to impose penalties against members for failing to abide by the policies, bylaws or guidelines of the association.

4.1 A member may be disciplined or suspended for any or all of the following reasons:

a) not providing the required number of volunteers to staff bingo events.
b) failing to appear for its scheduled event.
c) a worker(s) conduct was such that it discredited the association.
d) failing to pay fees or assessments in arrears of 120 days or more.
e) failure to attend the annual general meeting, or any [number of] consecutive meetings.
f) violation of association rules or bylaws.

4.2 Hearing provisions, e.g. any member that is disciplined or suspended may request a hearing before the executive committee. A suspended member may be reinstated upon payment of all fees and assessments and/or a favourable majority vote of members (see 3.5) at the next regular meeting.

4.3 A group's membership in the association may be terminated upon a majority vote of the association board of directors if the member:

a) fails to actively participate in the association's work and activities.
b) fails to comply with the association's bylaws.
c) fails to pay membership or other dues as required.
d) fails to observe any policies of AGLC.
e) fails to submit required financial reports to AGLC.
f) fails to comply with association requirements.

4.4 Appeal process, e.g., a member that has been terminated pursuant to Clause 4.3 may appeal the decision to the general membership by:

a) a written Notice of Appeal signed by at least three other association members in good standing.

b) by presenting the Notice of Appeal to the association president within 30 days of the date of the board of director's decision to terminate membership.
c) upon receipt of the Notice of Appeal, the president shall call a special meeting of the association and give notice of the purpose of the special meeting.

5. MEMBER VOTING/QUORUM

5.0 Voting privileges, e.g., any member in good standing shall be allowed one vote through their director (or alternate director) at any special or general meeting.

5.1 Proxy votes will not be permitted.

5.2 Specify what constitutes a quorum, e.g., a quorum will exist at all annual, regular, and special meetings when there is representation from not less than [e.g., 51, 66 or 75] % of the members affiliated with the association, carrying not less than [e.g., 51, 66 or 75] % of the votes at the time of the meeting.

6. BOARD OF DIRECTORS

6.0 The board of directors shall consist of the immediate past-president and the representative of each member. The election of the representative is provided for in the bylaws of each member. Each director may hold office for a term of [give number of] year or years.

6.1 Each member is entitled to one vote. In the case of a tie vote, the president shall cast the deciding vote. Votes shall be cast in person; no proxies shall be allowed.

6.2 Subject to these bylaws and The Societies Act, the board of directors shall be responsible for control and management of the association's affairs and shall exercise all powers of the association.

6.3 The board of directors may hire such staff as it may deem necessary for the proper conduct of the association's affairs, and determines the remuneration of any and all association staff in accordance with AGLC policies.

6.4 The board of directors is empowered to borrow or raise or secure the payment of money in such manner as it thinks fit for the operation of the association. This does not include the power to borrow for the issue of debentures which may only be issued pursuant to a special resolution of the association.

6.5 The board of directors may appoint any committee that it deems necessary, and may delegate the management of the activities of the association to any person, persons, or committees.

6.6 Directors shall meet a minimum of once every [give time frame].

6.7 All directors or executive committee members of the association shall serve without remuneration in fulfilling their duties, but may be reimbursed for any out-of-pocket expenses incurred in the performance of such duties.

6.8 A director who fails to attend __[give number of]__ consecutive board annual, regular, or special meetings shall be removed by the board.

6.9 The resignation of a director must be submitted in writing and shall take effect immediately.

6.10 The withdrawal of a member from the association shall result in its director(s) automatically withdrawing from the board.

7. EXECUTIVE COMMITTEE

7.0 The association executive committee, except the past president, shall be elected from among the board of director members at the annual general meeting, and shall consist of:

a) the immediate past president.
b) president.
c) vice president.
d) secretary.
e) treasurer (secretary/treasurer responsibilities may be combined).
f) director(s) at large [give number].

7.1 Term of office, e.g., an executive committee member shall hold office for a period not to exceed __[specify number of]__ year(s), or until a successor is elected.

a) Any vacancy on the executive committee shall be filled by appointment from the board of directors, on an interim basis, until the next regular meeting or until the end of the election term, whichever comes first.
b) Any position filled on the executive committee by appointment or otherwise, must be ratified at the next general, special or annual meeting of the association.
c) Any position may be re-elected at the annual general meeting.

7.2 The executive, subject to the bylaws or directions given to it by a majority vote at a meeting properly called, shall have control and management of all association affairs. It may establish rules and regulations as general organizational guidelines for the benefit of the association. Any such rules or regulations must be ratified at the first available general, special or annual meeting of the association.

7.3 The executive committee shall maintain control and management of all association affairs. It may delegate specified duties to any person(s) or committee(s) it deems necessary.

7.4 Meetings of the executive committee.

a) Executive meetings shall be held monthly or as required, with due notice given by any modern means of communication.

b) An executive committee meeting may be called at any time by the president. If a meeting is called at any time, other than following a special, general or annual meeting of the association, at least 72 hours' notice of the meeting shall be given.
c) A majority of the executive committee members shall constitute a quorum at a meeting of the executive committee.
d) In the case of a tie vote, the president shall cast the deciding vote.

8. DUTIES OF THE EXECUTIVE COMMITTEE

8.0 PRESIDENT

a) Is responsible for the general management and operation of the association and shall call and preside over all meetings.
b) Designates specific areas of responsibility to each director or member.
c) Is ex-officio a member of all committees.

8.1 VICE PRESIDENT

a) Assumes all duties and responsibilities in the absence of the president.
b) In the absence of both the president and vice president, a chairman may be elected at the meeting to preside over it.

8.2 SECRETARY

a) Issues notices of all meetings.
b) Attends, as far as possible, all meetings of the board of directors and association members and the executive.
c) Maintains the minute books and records of all association meetings.
d) Maintains membership lists.
e) Attends to all association correspondence.
f) Has custody and use of the corporate seal.

8.3 TREASURER

a) Is responsible for the collection and deposit of all funds and payment of all association accounts.
b) Is accountable for the funds and maintains records of all disbursements and receipt of funds.
c) Presents a detailed audited account of receipts and disbursements at the annual general meeting and submits a copy to the secretary for the association's records.

8.4 DIRECTORS AT LARGE shall participate in the affairs and operations of the association, and shall perform those duties as assigned by the president.

9. REMOVAL OF OFFICERS

9.0 An officer shall be removed if the officer fails to attend [give number of] consecutive board, annual, regular, or special meetings without just cause and for which due notice has been given. The board by resolution passed by a [e.g., 51, 66, or 75] % majority of its total number at a meeting may declare the office to be vacant and may fill the vacancy.

9.1 Minimum of [give number of] days' notice of such meeting shall be given to such director or officer who shall be given an opportunity of being heard by the board.

9.2 Any officer may resign by presenting his resignation in writing to the board. The resignation is effective immediately upon its receipt by the secretary of the board.

9.3 An officer who is a representative of a member that ceases to be a member of the association shall automatically cease to be an association director or officer.

10. MEETINGS -- All meetings shall be conducted according to Robert's Rules of Order.

10.0 ANNUAL GENERAL MEETING

a) The association shall hold an annual general meeting within 90 days after the association year end.
b) At least 21 days' written notice of the date and place of the annual general meeting shall be given by the secretary to the association members.
c) The order of business shall be as follows:
   i) approval of minutes of the previous annual meeting, and any intervening special or general meetings.
   ii) reports of officers and committees.
   iii) election of executive committee.
   iv) unfinished business.
   v) financial statements.
   vi) appointment of auditors.
   vii) banking resolution.
   viii) new business.

10.1 REGULAR MEETINGS – Association regular meetings may be called by the board at any time. Meetings will be announced by notice in writing to the last known address of each member, mailed eight days prior to the date of such meeting.

10.2 SPECIAL MEETINGS

a) A special meeting may be called by the president or secretary at the request of any two executive members, or upon receipt of a petition signed by one-third of the members in good standing, setting forth reasons for calling such a meeting.
b) Written notice of the time, place, and purpose of the special meeting shall be given to all association members at least 21 days prior to the meeting.

10.3 SPECIAL RESOLUTION

a) Twenty-one days' written notice shall be given of a special resolution and its contents to be placed before the membership at a special or annual general meeting of the association.
b) A special resolution shall require a quorum of not less than 51% of the voting members in attendance at the meeting.
c) In order to be passed, a special resolution shall require at least a 75% majority vote at that meeting.
d) In cases where no prior notice is given, a special resolution can be proposed so long as there is a 51% quorum noted above, and all voting members agree unanimously to allow a special resolution to be placed on the agenda to be voted on.

10.4 EMERGENCY MEETING – If an emergency meeting is warranted due to the urgency of a situation, it shall be called with at least three days' notice, by telephone, to all members in good standing.

11. EXECUTION OF INSTRUMENTS

11.0 All contracts, engagements, applications, deeds, bills of exchange, cheques, documents, and other instruments of whatsoever kind or nature shall be executed by any two among the president, vice president, secretary, or treasurer. If the association seal is required to be affixed to any such instrument, it shall be affixed by the secretary.

11.1 The association seal shall remain in the custody and possession of the secretary.

12. BORROWING POWER

12.0 The association, by passing a special resolution:

a) may raise or borrow money for the purpose of the association's affairs; and
b) may secure repayment of the same by mortgage or charge upon the undertaking, and the whole or any part of the association's assets and property (present and future); and
c) generally raise or borrow money for the purpose of the association secured or charged upon the whole or any part of the assets and properties of the association, or otherwise as may be advisable or necessary in the interest thereof;, and
d) purchase, redeem or pay off any such security.

13. DISTRIBUTION OF YEAR END SURPLUS FUNDS – All association debts are to be paid and surplus funds are to be disbursed to members proportionately, according to the ratio of bingo events each member held in the 12 months prior to the fiscal year end.

13.0 Surplus (member equity) – represents equity of members in the association. Surplus may be defined as the amount that the association is to reimburse to the members in accordance with AGLC policy.

13.1 Surplus funds shall be forwarded to members within 120 days following the fiscal year end. Distribution shall be calculated in a manner that conforms to AGLC policies. (For example, a member's portion could be calculated according to the number of bingo events that the member has conducted in relation to the total number of bingo events conducted by all members during the fiscal year.)

13.2 Surplus funds are to be deposited to members' bingo revenue account.

14. PROPERTY/ASSETS – All association property and assets shall belong to the association as a corporate entity; they shall not constitute the property of any individual member. No person shall have any claim upon the association property or assets on ceasing to be a member, or at any time thereafter.

15. DISSOLUTION CLAUSE

15.0 A Motion for Dissolution of the association may be passed by either:
a) A special resolution prepared by a member and processed as required by the bylaws; or
b) If the board of directors feels the association has ceased to actively function as such, and agrees to the motion unanimously at a board meeting called for this purpose.

15.1 Upon dissolution, the association assets shall be sold or disposed of under direction of the board and shall be distributed as follows:
a) All association debts to be paid.
b) Balance of funds to be disbursed to the members' bingo accounts according to the number of bingo events each member held in the 12 months before the Motion for Dissolution was passed.
c) Should also address distribution to members who have left the association.

16. MINUTE BOOK/RECORDS

16.0 Minutes of all general, annual, special and executive committee meetings and such committee meetings as are directed by the president, shall be recorded and kept on file by the association secretary.

16.1 An opportunity shall be afforded to members at the annual meeting to inspect the association books and records.

16.2 Members or their representative (director) wishing to inspect the association books and financial records shall give seven days' notice thereof.

17. AUDITORS/FISCAL YEAR END

17.0 The board of directors shall appoint an independent auditor in the first fiscal period and thereafter the association shall appoint an independent auditor at its annual general meeting. The appointed auditor must be a Chartered Professional Accountant (CPA) in good standing.

17.1 The independent auditor so appointed shall audit the treasurer's books, accounts and records at least once a year. A complete and proper statement of the standing of the books for the previous year shall be submitted by such auditor at the association annual general meeting.

17.2 The association fiscal year shall be [give dates from start to end] .

18. AMENDMENTS TO BYLAWS

18.0 These bylaws may be rescinded, altered, or added to by special resolution passed by a majority of not less than [e.g., 51, 66, or 75] % of directors as are present in person at a general meeting of which:

a) fourteen days' notice of intention to propose the motion as a special resolution has been given, or
b) if less than 14 days' notice has been given, provided that all members entitled to be present and vote have agreed, in writing or by motion at the meeting, to consider the motion.

19. GENDER – Words in these documents indicating male persons include female persons, words indicating female persons include male persons, and words indicating either gender include corporations.

SAMPLE LEASE PROVISIONS

Bingo associations are required to negotiate and sign a lease agreement or an offer to lease in the case of a new bingo association on behalf of its member licensed charities.

- The bingo association is required to have the proposed lease or offer to lease reviewed by its lawyer. A copy of the lawyer's letter of advice shall be submitted to AGLC. Costs to have the lawyer's review done and to obtain the letter of advice may be paid for from future bingo association revenue.

- The lease should not be signed: until it has been reviewed and recommended by the bingo association's lawyer and reviewed by AGLC for consistency with the Commercial Bingo Handbook (CBH); and, in the case of a new bingo association, until approval in principle for the new facility licence has been granted by Board of AGLC.

- Each bingo association is encouraged to seek an independent appraisal as to the lease value of the premises and how it compares with the market value in the area. A copy of the appraisal should be submitted with the facility licensing application package.

- The contents and drafting of the lease or offer to lease is at the discretion of the bingo association and landlord, however, the lease must not conflict with any of the policies contained in the CBH.

- The following sample clauses for a lease agreement are a guideline only. The term tenant used in the sample clauses refers to a bingo association.

1. DATE OF LEASE AGREEMENT

2. PARTIES. Full legal names of the landlord and the tenant.

3. PREAMBLE

   3.0 Premises
   a) legal and municipal descriptions of lease property;
   b) purpose of lease and intended use of the property; and
   c) include maps or drawings with measurements of the premises that show bingo gaming area, caller station, common areas, concession, cash cage, paper storage room, washrooms, parking lot and number of parking stalls, etc.

   3.1 Lease Term. The lease period, including lease start and end dates.

   3.2 Right to Occupy. The tenant has the exclusive right to use the premises for the conduct of bingo events, for the sale of pull tickets, for the playing of KENO, for the sale of liquor products, and for any other related purpose.

4. DEFINITIONS

Define the terms contained in the lease agreement that require a specific interpretation or understanding.

5. TENANT'S COVENANTS

5.0 Rents. The amount of rent on a monthly basis or the formula used to calculate the rental charge. Include the following factors:

a) any provisions for rent based on half time sales or for special events/anniversaries;
b) negotiated rental rates should consider the market area in which the facility is located;
c) what costs the landlord is responsible for in the lease;
d) what costs, if any, beyond the rental rate that the tenant must pay, e.g., building improvements, repair and maintenance, janitorial, taxes, utilities, garbage removal, snow removal, bingo equipment (excluding e-dauber and Event Management System equipment), office equipment, etc.;
e) term of the lease;
f) possibility of extending the lease;
g) rebates or reduced rates for insufficient attendance, closure on statutory holidays or cancellation of an event due to circumstances beyond the tenant's control;
h) penalties for delay or non-payment of rent; and
i) the means by which the rent is to be paid and where.

5.1 Hours. State the days/hours during which the tenant has the right to occupy the premises.

5.2 Bingo Operations

a) the tenant has the sole right to conduct bingo events:
   i. with the exception of the concession area; OR
   ii. including the concession area and has the exclusive right to receive, store and sell food items, beverages and confections; OR
   iii. with the exception of the concession area, but has the exclusive right to sell bingo ink daubers, or will receive a portion of the revenue from ink dauber sales by the concession operator;
b) the tenant is responsible for all income and expenses arising out of the bingo operation.

5.3 Insurance

a) level of insurance that is to be maintained by the tenant; and
b) required indemnifications if applicable.

5.4 Compliance with the Law. The tenant is obliged to comply with all federal, provincial and municipal requirements including statutes, bylaws, orders, rules, and regulations.

5.5 Premises Capacity. State the total number of persons the premises can accommodate for bingo events and related purposes.

5.6 Rules and Regulations. The tenant is required to observe such other rules and regulations as the landlord may make.

5.7 Right of Access. The landlord is entitled to reasonable access to view its own equipment and the premises for repair, maintenance and/or replacement.

6. LANDLORD'S COVENANTS

6.0 Quiet Enjoyment:
- a) the tenant is entitled to quiet enjoyment of the premises;
- b) the landlord is not to interfere in any way with the tenant's operations; and
- c) the tenant has the sole right to conduct bingo events and related activities.

6.1 Tenant Access. Specify the terms under which the landlord is to allow the tenant access to the premises.

6.2 Assignment of Rents. In the event the landlord cannot meet third party obligations, it agrees to assign the rents payable by the tenant to a third party.

6.3 Services and Equipment
- a) A clause that specifies the landlord's responsibilities, e.g.:
  - i. to pay all public utilities, taxes, liability, and property insurance;
  - ii. to provide all janitorial supplies and services;
  - iii. to provide regular maintenance (e.g. painting, cleaning of walls, etc.) and repair of the exterior/interior of the building in which the bingo events are held, including the parking lot and grounds;
  - iv. to provide adequate heat, air-conditioning, and air exchange in accordance with accepted standards;
  - v. if applicable, to provide any agreements regarding the lease or supply of operating equipment such as cash registers, electronic signs, bingo machines, tables, chairs, and the repair of all the equipment being leased (a schedule(s) providing specific details of these items should form part of the lease); and
  - vi. to provide signage on the premises;
- b) Where the landlord is running the concession operation, a clause should be included dealing with the quality and standard of food and beverages to be provided, the level of service expected, and that the concession will be fully operational during all bingo events.

7. PROVISOS

7.0 Advertising to describe activities in the bingo hall.
- a) advertising is limited to newspapers, magazines, e-mail, social media, radio, television, internet, billboards, signs, posters, and flyers;
- b) joint advertising by landlords and tenants may be approved.
  - i. the tenants must be responsible for the content and design of the advertising. The landlords may assist in covering the costs; and
  - ii. a written agreement must be submitted for review by AGLC;
- c) advertising does not include promotions/giveaways as described in the Commercial Bingo Handbook.

7.1 Officers: Officers and directors of the tenant are not to be held personally liable for any rents or fees payable.

7.2 Agency: Neither party to this agreement is the agent, representative, master, or servant of the other for any purpose, whether contractual or otherwise.

7.3 Assignment of Agreement

a) this lease agreement cannot be assigned by either party without consent in writing from the other party; and
b) consent cannot be unreasonably withheld.

8. OPTIONS

8.0 To renew lease, notice is to be given before the expiration of the term of the lease. The lease should specify the renewal period(s) and how much notice to renew is to be given.

8.1 To purchase the facility or head lease if that is the arrangement.

8.2 Requirements and notice to terminate or cancel lease.

9. ARBITRATION. Process for arbitration: disputes arising out of this lease agreement are governed by the *Arbitration Act* of Alberta.

10. FORCE MAJEURE. If the landlord is restricted in fulfilling its obligations by causes beyond its control, the landlord is relieved from fulfilling its obligations during such restriction.

11. INTERPRETATION. In this lease agreement, words that are singular and plural have the same meaning.

12. BINDING EFFECT OF AGREEMENT. This lease agreement binds all heirs, executors, administrators, successors, and assignments of the landlord and tenant.

13. PARTIES TO SIGN AGREEMENT ON SIGNATURE LINES; INCLUDE DATES.

14. INDEMNIFICATION.

50 Corriveau Avenue, St. Albert, Alberta, Canada T8N 3T5 Phone: 780-447-8600 Fax: 780-447-8912

SAMPLE BINGO ASSOCIATION ANNUAL UPDATE

For the Period _____ to _____

PLEASE PRINT CLEARLY

_____ _____
Name of Bingo Association Corporate Access Number

Legal Address: _____

Most recent lease on file expires _____20___

Is this lease still in effect? Yes _____ No _____

If no, provide copy of current lease

_____

HAS THE BINGO ASSOCIATION REVISED, OR MADE ANY CHANGES TO, ANY OF THE FOLLOWING IN THE LAST 12 MONTHS? YES_____ No_____
IF YES, PLEASE ATTACH COPIES OF REVISED DOCUMENTS, AND HIGHLIGHT THE AREAS WHICH WERE CHANGED.

Operating By-laws	YES	_____	NO	_____
Financial Inventory/Control System	YES	_____	NO	_____
Duties of Volunteer and Hired Staff	YES	_____	NO	_____
Event Allocation Procedure	YES	_____	NO	_____

THE FOLLOWING MUST BE ATTACHED TO, OR PROVIDED ON, THIS FORM:

- Current list of executive members including their names, addresses, phone numbers and email addresses.
- An Executive Officers Particular Form for each executive member (Form 5423-2).
- List of persons who can request amendments to the association's bingo programs or event dates.
- Association membership which includes the bingo representatives' names and contact phone numbers.
- Copy of minutes of the last annual general meeting.

- Total number of events that licensed charities will operate during the year. Please distinguish between morning, afternoon, evening, and late night events.
- Dates the hall will be closed during the licensed period.
- List of all paid staff members and their names, positions, registration numbers and rates of pay.
- Copy of current bonding policy for paid staff.
- Licence fees (assessed at $20/event; fees may be submitted monthly, quarterly or however no later than 15 days prior to the beginning of the period chosen).Managing Bingo Event revenues - Letter of Application – Option 1 with Pooling Agreement (Schedule A) – Charity Account; or
- Managing Bingo Event revenues - Letter of Application – Option 2 with Pooling Agreement (Schedule A) – Clearing Account.

UPDATE OF EXECUTIVE MEMBERS

Position	**Name**	**Address (include postal code)**	**Telephone**
			Home:
			Work:
		Email address:	
			Home:
			Work:
		Email address:	
			Home:
			Work:
		Email address:	
			Home:
			Work:
		Email address:	
			Home:
			Work:
		Email address:	
			Home:
			Work:
		Email address:	

LIST OF PERSONS WHO CAN REQUEST AMENDMENTS TO THE ASSOCIATION'S BINGO PROGRAMS OR EVENT DATES

Position	**Name**	**Telephone**
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:
		Home:
		Work:

Association mailing address or the name and address of the location where future correspondence to the association should be mailed:

Name: _____

Address: _____

_____

_____

Fax Number: _____ Cell: _____

Submitted by:

_____ _____
Name of Elected Executive Officer (please print) Executive Position

_____ _____
Signature Date

BINGO ASSOCIATION REQUIREMENTS – CHECKLIST

This checklist is being provided to ensure new bingo facility licence applicants submit all the necessary information to AGLC. The checklist is intended to be used in conjunction with the Commercial Bingo Handbook (CBH), which can be accessed on AGLC's website at aglc.ca under the Gaming and the Policies, Guidelines, Procedures and Handbooks tabs. All the information (except that indicated by a "➔") must be provided and be reviewed before the AGLC Board review may be scheduled. The documents indicated by the "➔" shall be submitted to the satisfaction of AGLC prior to the facility licence and bingo licence for each member being issued.

1. BINGO ASSOCIATION

- ❑ Name the bingo association will operate under (e.g., Golden River Bingo Association).
- ❑ A name search should be completed to ensure the name chosen is eligible to be used.
- ❑ List of bingo association's member organizations, including each organization representative's name, address, business and residence phone numbers, and fax number.
- ❑ List of bingo association board members (executive officers and directors) including their addresses, business and residence phone numbers, and fax numbers.
- ❑ Copy of the minutes from each meeting the bingo association held regarding the formation of the association.
- ❑ Number of volunteers required per event (i.e., morning, afternoon, evening and late night events).

2. BINGO FACILITY (CBH Section 9)

- ❑ Name of the facility (e.g., Golden River Bingo Hall or the name can be different from the name of the bingo association, e.g., Gold Mine Bingo Hall).
- ❑ Street address and mailing address, if different.
- ❑ Legal description.
- ❑ Telephone number(s) and fax number.
- ❑ Draft of the bingo hall plan or floor layout, including square footage. For a brand new facility, the draft shall be submitted and the final blueprints shall be submitted prior to the start of construction.

- ❑ The bingo association executive must apply for a facility licence. A facility licence must be in place before bingo licences will be issued.
- ❑ Confirmation that all of the bingo equipment contained in the facility will be, or is supplied by, or purchased from, a registered gaming supplier.
- ❑ Confirmation the bingo hall shall be located in a permanent facility and provide:

  a) cash cage area to accommodate a minimum of two cash registers, a cash counting/advisor area, and a special game card sales/cash counting area (see CBH Subsection 9.1.2 a) regarding cash cage requirements for bingo facilities with e-daubers);
  b) paper/inventory storage area accessible from the cash cage area;
  c) general storage room;
  d) volunteers' personal storage area (for coats, purses, etc.);
  e) caller's stage raised to an appropriate height and situated in an area to provide a clear unobstructed view of the entire playing area;
  f) safe located in either a) or b); and
  g) a separate server room that houses EMS and e-dauber servers or other equipment specified by AGLC. These rooms must have key controls as outlined in the CBH (see Subsection 9.4.33).

- ❑ For purposes of the review by AGLC Board, the applicant is to acknowledge, in writing, their understanding that the facility must meet the following minimum security standards, and is subject to a final inspection prior to the facility lcence and the members' bingo licences being issued:

  a) robbery Procedures poster posted in hall. Posters are supplied by AGLC;
  b) telephones in cash areas, such as cashiers wicket and countroom (if applicable);
  c) height markers installed at entrances/exits, inside cash cage and any other area as determined necessary;
  d) security training for the bingo association's hired staff (may be provided by the local police force);
  e) ID badges for volunteer workers containing the name of the licensed facility or name of the bingo association and the word "Volunteer"; or volunteer worker aprons must, at a minimum, have the title "Volunteer" on the front of the apron (CBH Subsection 4.6.6);
  f) all paid staff must wear a Registered Bingo Worker ID badge which includes as a minimum the first or common name of the individual, position(s), ID registration number and expiry month; a photograph is optional;
  g) enclosed and secure wickets must be installed in all cash counting areas (including cashiers);
  h) access doors, complete with a peep hole, to cash cage to be securely locked and dead-bolted, or controlled by an electric buzzer switch from within the cash cage. This applies to cash or bonanza counting areas;
  i) cash counting areas, cashiers area and caller's stage to be alarmed;

j) suitable alarms/motion detectors installed. These must be in operation during silent hours;
k) counterfeit money handling procedures must be posted in all cash handling areas. (CBH 1.10); and
l) AGLC surveillance poster advising patrons the facility is subject to periodic surveillance. Posters are supplied by AGLC.

3. OWNER(S) OF HALL

- ❑ Name of company and/or individual(s).
- ❑ Mailing address(es)
- ❑ Telephone numbers, fax, business and residence.

4. HALL LESSOR (Where proposed landlord is leasing the facility, then subleasing to the bingo association)

- ❑ Name of company and individuals(s).
- ❑ Mailing address(es).
- ❑ Telephone numbers: fax, business and residence.
- ❑ Signed copy of lease with owner of hall (head lease).

5. DRAFT OF THE PROPOSED BYLAWS

At a minimum, the bylaws should reflect the roles and responsibilities of the bingo association as outlined in the CBH. CBH Subsection 2.2.1.e) requires all bingo association members to comply with the association's registered bylaws while operating their bingo events. The proposed bylaws shall be reviewed by the bingo association's lawyer and AGLC prior to being registered. Any comments made by the lawyer, by way of letter, shall be submitted to AGLC. At a minimum bylaws shall address the following:

- ❑ Objects of the association.
- ❑ Role of the association.
- ❑ Definitions.
- ❑ Membership, including classes of membership.
- ❑ Membership fees, how determined, are they refundable (in full or a specified dollar amount or a percentage figure) if a member leaves the bingo association.
- ❑ Selection procedure and approval of new member organizations.
- ❑ Privileges and responsibilities of members.
- ❑ Suspension, expulsion or other provisions of disciplinary action against members.
- ❑ Right of appeal of members.
- ❑ Resignation of members and obligations thereof.
- ❑ Make-up of the Board, including Executive Officers and Directors.
- ❑ Duties of the Board, including Executive Officers and Directors.

- ❑ Powers of the Board, including Executive Officers and Directors. For example, what decisions can they make without the approval of the general membership (e.g., change the bingo program, admit new members, purchases, hiring staff, etc.).
- ❑ Removal or replacement of Executive Officers or Directors.
- ❑ Meetings, conduct of and frequency of regular, executive, annual meetings.
- ❑ Provision for special or emergency meetings.
- ❑ Voting rights.
- ❑ Quorum for each type of meeting (board, annual, regular, special, emergency).
- ❑ Execution of Instruments.
- ❑ Borrowing power.
- ❑ Distribution of year end surplus funds (should also address groups that leave the association).
- ❑ Financial reporting to the membership, how and at what intervals.
- ❑ Provision for members to inspect bingo association minute book and financial records.
- ❑ Provision for the bingo association to establish additional working guidelines or policies and procedures.
- ❑ Procedure for amending the bylaws.
- ❑ Special resolutions.
- ❑ Definition of the fiscal year.
- ❑ Appointment of auditors.
- ❑ Provision for dissolution, including what happens to the assets of the bingo association upon dissolution.

6. INCORPORATION DOCUMENTS

After AGLC has reviewed the proposed bylaws and providing no other changes are necessary, when the bingo association has received its approval in principle from AGLC, the bylaws can be filed with Corporate Registry. Once the association is incorporated, AGLC requires the following documents:

- ❑ Copy of Bylaws stamped “registered.”
- ❑ Copy of the Certificate of Incorporation.

7. APPLICATIONS FROM MEMBER ORGANIZATIONS (CBH Subsection 2.1.3 a))

- ❑ Completed application for each member organization, including the attachments as specified on the application. Any member organization which has not been previously licensed for any gaming event must submit the following information with its application:

  a) description of the activities and services the group provides to the community;
  b) if applicable, provide a list of programs offered and the number of individuals registered in each program;

c) details on the actual activities the group has conducted or services which were provided during the past two years;
d) a copy of the group's incorporation documents, objects and bylaws;
e) a current membership list. Is membership restricted? What are the yearly dues? Are programs restricted to members, or intended for the public;
f) describe how the board or executive are chosen and provide a list of the executive members;
g) details on other sources of funding the group has. Include grants, rent, product sales, user fees, etc.;
h) a copy of the budget for the current year. Also include a balance sheet and income statement for the past two years; and
i) does the group own or rent a facility? Provide copies of any contracts, leases and rental fees.

- ❑ **Specific details** on how the bingo proceeds will be spent.
- ❑ Name and address of the bank and bank account number for the separate bingo account. If not already established, this may be done after the association has received an approval in principle to proceed.

9. FACILITY RULES OF PLAY addressing the following (CBH Section 5.4):

- ❑ Card prices for regular games and, if applicable, the minimum purchase of regular game cards including e-dauber cards faces.
- ❑ Number and list of regular games played during the event and associated prize payout schedule.
- ❑ What time the attendance reading is taken to determine regular game payouts and then announced by the caller (must be prior to the start of the regular games).
- ❑ Card prices for special games (bonanza, early bird, lucky seven, etc.) including e-dauber special game cards and number of games played within each. For example, the bonanza has a main prize, pre-call prize and a consolation for a total of three games. If cards cost $1 each, they should be expressed as one card for $1. If the cards are sold in strips of 3 or 4 or 6, they should be expressed as 3 card faces for $1 and not 1 (one strip) for $1.
- ❑ Prize payout for each special game and how that prize is broken down between each game part, e.g. the bonanza pre-call game, the main prize and the consolation game.
- ❑ How prizes for regular and special games are split in the case of multiple winners and in the case of a merchandise prize being awarded including any cash in lieu option.
- ❑ Minimum payout amounts for regular and special games and for each card price.
- ❑ Are cards for the visually impaired sold and, if so, how will they be verified.
- ❑ Details on discount pricing, e.g. seniors (age of seniors must be stipulated), package deals, mega play or power play schemes.
- ❑ Details regarding partial event pricing and what games players are eligible to play; can existing players buy more cards.
- ❑ Details on Loonie pot schemes and prize(s) and games they are offered with.
- ❑ Details of other schemes connected to the game of bingo (i.e., King Queen, Gold Ball, Lucky Number, Player of the Event, etc.);

- ❑ Details on distribution of free cards such as regular or special game cards (must be played at the event given), free game card coupons (may be redeemed at a future event for the free game).
- ❑ Can existing players purchase additional regular game cards as a drop-in sale or during half time?
- ❑ Explanation of how progressive games are played, including playoff procedures.
- ❑ *Whether or not two games can be won at the same time, or does another number have to be called prior to the second game being recognized.
- ❑ *Whether or not games may be won out of order.
  *Keep in mind the effect these may have on the Loonie Pot Schemes.
- ❑ Details on special events to be conducted.
- ❑ Details on free games.
- ❑ A rule that indicates it is the players responsibility to make themselves heard by the caller when declaring a bingo.
- ❑ A rule that indicates that the series number must be visible on the winning card or the bingo will not be honoured.
- ❑ A rule that indicates that once the caller has announced the number of bingos eligible for prizes, no further bingos will be recognized.
- ❑ Ball pocket tray front of the caller shall prevail, the flashboards are an aid to the game and not an official record of the numbers called.
- ❑ E-dauber equipment rules of play, if different from the regular rules of play for the facility.
- ❑ Details on door prizes.
- ❑ Details on promotions.
- ❑ If applicable, confirmation from the linked bingo provider of participation in the linked game.

10. HOUSE RULES as follows (CBH Section 5.5):

- ❑ Days the facility will be open
- ❑ Number and kinds of events per day (i.e., morning, afternoon, evening or late).
- ❑ Hours of operation for each event (bingo commences with the calling of the first ball and ends when the last prize is awarded.
- ❑ What time the doors and cashiers open, and what time the early birds and regular games start.
- ❑ Age limit for bingo workers (for halls that do not have e-daubers available) and minimum age (18 years) to play bingo and to purchase pull tickets.
- ❑ A rule that indicates receipts for bingo cards are not transferable from player to player.
- ❑ A rule that indicates players may not claim a prize for special game cards without a valid cash register receipt.
- ❑ Valid cash register receipt must be presented to the paymaster before prizes will be awarded.
- ❑ What happens if a player is caught playing more cards than paid for.

- ❑ Only cards issued by the (give name of licensed facility) are eligible to be played and will be recognized for a prize.
- ❑ Policy on players playing on the wrong series or colour of card.
- ❑ How bingos are verified.
- ❑ Policy regarding exchange and/or refund of bingo cards.
- ❑ Workers and/or volunteers playing bingo cards for a player temporarily absent.
- ❑ Policy on players found cheating.
- ❑ Cash register receipts must be in plain view at all times and will be requested prior to verifying a bingo or paying a prize.
- ❑ House rules specific to play on an e-dauber.

11. BINGO EQUIPMENT (CBH Section 9.3)

- ❑ Who will own or supply the bingo equipment, i.e. flashboards, bingo blower (equipment must be supplied by a registered gaming supplier; refer to Section 40.1 *Gaming, Liquor and Cannabis Act*). If landlord is supplying equipment as part of the lease agreement, landlord must be registered.
- ❑ Cost to the bingo association, payment arrangements and source of funding must be provided.
- ❑ Cost to member organizations.
- ❑ Copy of agreement regarding the supply or purchase of equipment (may be on a lease, purchase-to-own or outright purchase basis).

12. EMS AND E-DAUBER EQUIPMENT

- ❑ Confirmation of EMS equipment to be installed by the gaming supplier.
- ❑ Confirmation of e-dauber equipment to be installed by the gaming supplier.
- ❑ Confirmation of separate lockable server room for both EMS and e-dauber servers.
- ❑ Sample key control form for the logging of server room key usage by individuals authorized to access the server room.

13. BINGO PAPER AND PULL TICKET SUPPLIES (CBH Sections 3.9 and 6.3)

- ❑ The name of the company(s) that will be supplying the bingo paper.
- ❑ Cost of the paper.
- ❑ How member organizations will be charged for paper used at each event.
- ❑ The name of the company(s) that will provide pull ticket supplies (if applicable).

14. FINANCIAL/INVENTORY CONTROL SYSTEM (CBH Subsection 8.1.3)

The financial/inventory manual control forms listed below are required for each bingo association:

- ❑ Bingo Worker Sign In Sheet.
- ❑ Special Games Controllers' Record/Reconciliation.

- ❑ Special Game Sellers Card Control.
- ❑ Paymaster's Sheet.
- ❑ Bingo Chairperson's Cash & Deposit Reconciliation.
- ❑ Ball Verification Sheet.
- ❑ Cashier Sheet Inventory Issue & Sales Reconciliation/Register Reconciliation.
- ❑ Caller Sheet (replaces EMS Caller Summary Report).
- ❑ Event Inventory Issuance/Return (replaces EMS Inventory Issuance Report).
- ❑ Event Summary.
- ❑ Pull Ticket Inventory Sales (Deposit) Report.
- ❑ Pull Ticket Inventory and Sales Record.
- ❑ Monthly Pull Ticket Inventory Reconciliation.
- ❑ Bank Reconciliation Check List.
- ❑ NOTE: The linked bingo provider supplies Linked Game Control Forms and their use is mandatory.

Samples of these forms are included in Subsection 12.1.1 of the Commercial Bingo Handbook. The sample manual forms are:

- intended to be used as a guide to assist the facility licensee in developing acceptable financial/inventory control forms to match the facility licensee's bingo program. The fundamentals of any event financial/inventory control system must comply with the samples provided and with the requirements outlined in this section; and
- necessary for the management of bingo event revenue where an event is operated manually (due to equipment failure) and the keeping of inventory for bingo cards and related supplies.

Please note that some of these manual control forms can be replaced with the electronic forms provided on the Event Management System (EMS) **.**

15. POSITION DESCRIPTIONS - VOLUNTEER AND PAID STAFF (CBH Section 4)

Duties for volunteer and paid staff shall be clearly defined. Sections 4.7 and 4.8 outline the minimum position requirements for volunteer and paid staff. The association must draft position descriptions for their volunteer and paid staff, which accurately reflect the specific duties each position is responsible to carry out. The CBH outlines the minimum position requirements for each position. The facility licensee may add additional duties that are required of each position. The additional duties must not conflict with the CBH.

<u>Mandatory Volunteer Positions</u>

- ❑ Bingo Chairperson
- ❑ Paymaster
- ❑ Special Game Controllers

<u>Mandatory Paid Positions</u>

- ❑ Hall Manager (maximum one full-time equivalent charge per event fee)
- ❑ Assistant Hall Manager (maximum one full-time equivalent charge per event fee)
- ❑ Hall Advisor (maximum one charge per event fee)
- ❑ Caller
- ❑ Cashier
- ❑ EMS Administrator
- ❑ Security Guard (if hired)

Volunteer or Paid Positions

- ❑ Bookkeeper
- ❑ Assistant Hall Advisor
- ❑ Seller/Checker
- ❑ Bingo Co-ordinator
- ❑ Pull Ticket Manager (duties may be included in the position description for the Hall Manager)
- ❑ Pull Ticket Seller(s)

16. PAID STAFF

- ❑ List of paid staff including their registration number, mailing address, and home, business and fax telephone numbers.
- ❑ List of facility licensee contact(s) (including name, phone and fax numbers, and e-mail address) who are authorized to contact AGLC regarding facility licensee business affairs or make changes to the rules of play.

17. ANNUAL BUDGET AND EVENT FEE SUBMISSION (CBH Section 8.1.1)

- ❑ Submission of the annual budget and event fee in an electronic format which will be provided by AGLC.

18. DRAFT OF THE PROPOSED LEASE

The bingo association must have the proposed lease reviewed by a lawyer. A copy of the lawyer's letter of advice must be submitted to AGLC with the new bingo association proposal. Cost to have the review completed and letter prepared may be recovered from future gaming revenue. The offer to lease should always be made subject to the approval of AGLC being granted and should not be signed until: reviewed and recommended by a lawyer; AGLC has confirmed the lease is acceptable and requires no changes; and the bingo association has received AGLC approval for the facility. In addition, the bingo association is encouraged to seek an independent appraisal as to the lease rate value and how it compares with the market value in the area. A copy of the appraisal shall be submitted with the package.

The contents and drafting of the lease is at the discretion of the bingo association and landlord; however, it must not conflict any of the policies contained in the CBH. At a minimum, the following clauses must be addressed in the lease:

- ❑ Date of Lease Agreement.
- ❑ Full and legal names of the parties involved.
- ❑ Legal and municipal description of property.
- ❑ Purpose of lease and intended use of property, include maps or drawings referred to as schedules.
- ❑ Rent schedule and how calculated, and whether there are rebates for insufficient attendance, closure on statutory holidays, bad weather or half-time players.
- ❑ Whether there are penalties for non-payment of rent, by what means and where is the rent paid.
- ❑ Days and times (if applicable) the facility is available for use by the bingo association.
- ❑ Breakdown of the expenses the bingo association is responsible to pay.
- ❑ Breakdown of the expenses the landlord is responsible to pay.
- ❑ Insurance type and coverage responsibility.
- ❑ Capacity of premises, and proposed seating.
- ❑ Rules and regulations.
- ❑ Landlord's covenants (e.g., quiet enjoyment, tenant access).
- ❑ Tenant's covenants.
- ❑ Lease should specify who has responsibility for providing services, equipment, and furniture. Schedules should be attached detailing the articles to be provided.
- ❑ Provisos (e.g., liability of officers of the tenant).
- ❑ Option to renew the lease.
- ❑ Arbitration clause.
- ❑ Termination conditions on both sides and escape clause.
- ❑ What happens if the owner sells the hall or the sub-landlord transfers the sub-lease.

19. ➔ PERMITS AND LICENCES

- ❑ Development Permits.
- ❑ Building Occupancy Permit.
- ❑ Fire Inspection Certificate.
- ❑ Business Licence.
- ❑ Health Inspection regarding food sales.

Note: In some locations one or more of these permits or licences may be combined. Submit the permits or licences appropriate for the area in which the bingo association will be located.

20. DETAILED BUSINESS PLAN

Including, but not limited to:

- ❑ Size of the bingo market in the area and where players will be drawn from.
- ❑ Marketing plan.
- ❑ Expected profit and loss statements.
- ❑ Break-even analysis.
- ❑ Steps which will be taken to ensure the association will be successful.

SAMPLE Bingo Server Room Key Control Log

Key Number	Name/Position	Date Issued	Date Returned	Signature (issued)	Signature (returned)	Manager's Initials